



## Engineering Bulletin TSR-005

No Power to Module

May 28, 2014

**On the main TSR Module there have been a few cases where the power tabs have come loose from the circuit preventing the heaters from firing up. The primary case of this issue is when the installer applies too much force in connecting the power cord to the heater. We recommend that these connections be made with needle nose pliers so that excess force is unnecessary.**

Trouble Shooting: When heater does not respond right out of the box.

1. Check to make sure you have power to the module through the power adapter
2. Try secondary remote to fire up heater.
3. If there is no response such as spark at the pilot or a pilot flame and there is no beeping from the module you may assume the module has been compromised and needs to be replaced.

This is not a common problem, but it can be difficult to diagnose over the phone. A replacement module is far cheaper than a service call or return of the entire heater. We always appreciate any feedback on field service issues.

