

Title: Product information - Intergas Viton front seal replacement program

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Intergas Heating originally identified an issue with the front plate seal on their HRE36/40 and 40SB boilers, this was rectified by replacing the red seal to a new black Viton seal. They have now upgraded the seal for their complete range to the new black Viton seal and have now updated their servicing procedures to reflect this.

Introduction

This Technical Bulletin has been published with Intergas Heating to provide information for the ongoing service, inspection and maintenance of their complete boiler range.

Background

Back in 2017, Intergas Heating identified an issue with the red silicon front plate seal fitted to their boilers. This seal was upgraded to help improve the longevity of the seal.

Since 2017, Intergas Heating has been monitoring their existing range that remained with the red silicon front plate seal, and the results showed that seal failure occurred on a small number of boilers that had not been serviced correctly on an annual basis, or where they had undergone persistent fault code resets by the end user. Safety Alert 029 was produced to highlight this issue.

From March 2020, all new Intergas boilers have been fitted with their black Viton front plate seal, and Intergas Heating has now decided to upgrade their servicing procedure for reasons of clarity.

Front plate seal images and seal location



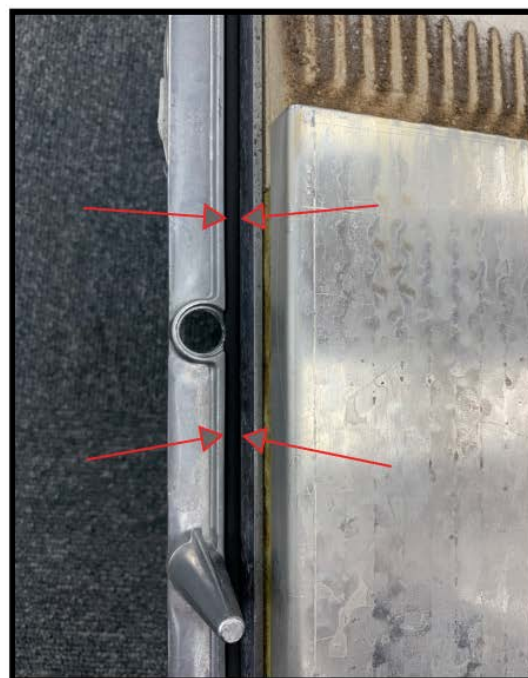
Black Viton front plate seal with seal replaced sticker



Old type Silicon red seal (do not use)



A typical front plate with fan assembly attached



Rear of Front Plate showing Black Viton seal correctly located within the recess.

What you should do

If you own an Intergas boiler and it has been serviced by an Intergas engineer or service agent within the last 2 years, then you don't need to do anything as the front plate seal will have been replaced with the new black Viton type.

If you have been servicing Intergas boilers and have not been using the new black Viton seals, then these are available from your normal stockist. Please dispose of any red Silicon seals or send them back to Intergas Heating Kidderminster and they will replace them with the new black Viton type FOC.

FRONT PLATE SEAL PART CODES

- 086474 Large Viton black seal (Replaces 876597 red Silicon seal)
- 086504 Medium Viton black seal (Replaces 877927 red Silicon seal)
- 086514 Small Viton black seal (Replaces 876467 red Silicon seal)

You can find the new service procedure on the Intergas website, www.intergasheating.co.uk or follow this link [click here](#)

For further information please contact Intergas Heating Technical or Service Departments on 01527 888000 or email: service@intergas-heating.co.uk

Note 1: For details of current gas safety legislation, building legislation and industry standards for the geographical areas covered by Gas Safe Register, see the [Legislative, Normative & Informative Document List \(LNIDL\)](#)⁽¹⁾ at: <https://www.gassaferegister.co.uk/sign-in/> - login and visit the Technical Information area.

Note 2: For general information about the process behind the development of Gas Safe Register Technical Bulletins and the expectations for all Stakeholders, see [TB 1000](#)⁽²⁾ at: <https://www.gassaferegister.co.uk/sign-in/> - login and visit the Technical Information area.

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