

TI_2306: Return of defect Heat Exchangers



SCC / iCombi 10-2/1; 20-2/1



Standard



16.02.2023

Regional validity

- USA
- England
- France
- Italy
- Spain

Topics

Since 2020 we have introduced a new gas heat exchanger design for the SCC series, which is in principal same as the iCombi design.

Now we want to gather information about the performance of this new design and therefore we need your help.

If you find defect heat exchangers of this new design in an SCC or iCombi gas units, we want you to return those to RATIONAL for close examination.

Additionally we also would need the following file:

- Log file
- Service.txt

Provide us with in your accounting via Service Call / Service Desk.

Please contact your RATIONAL Service contact partner in your country and agree on the details of the return process and maybe about warranty or good will replacement.

Thank you indeed for supporting us!

Affected units (unit size and unit type):

iCombi Pro / iCombi Classic - manufactured by 2020:
10-2/1 / 20-2/1



SelfCookingCenter – manufactured 2011 – 2020

Read the SI_2107: Additional information conversion action heat exchanger

10-2/1 / 20-2/1

