August 19, 2026
Version 1.0

Technical Bulletin

i14 Circulation Pump Change

Issue

Some i14 circulation pumps can produce a high-pitched whine. The noise is caused by air becoming trapped inside the pump; without sufficient turbulence to displace it, the air can remain trapped indefinitely. This condition is only a nuisance and does not result in functional failure or impact unit performance.

Affected Units

- Any unit produced prior to May 1, 2026, *could be* affected.
- The unit serial number contains the date code in the format **Z10598-YYMMDD-00XXX**.
- Units with date code 260501 or higher are unaffected.

Pump Identification

Model	Component	Part Number	Identifying Mark	Date Code	Action Required
i14	Circulation pump (original)	41-2499-0	No sticker	Prior to 260501	Replace at next service
i14	Circulation pump (updated)	11-4341-0	Green dot sticker near wires	260501 or higher	None

Solution

Part Needed	Part Number	Contact	Phone	Menu Option
Circulation pump (updated)	11-4341-0	Quench Tech Support	855.558.9796	Option 3

The circulation pump has undergone a design change that prevents the condition from arising. Any dealer can request a replacement pump using the contact details above.

Technicians are recommended to replace the pump at the next service of an affected unit to avoid future noise complaints. Proactive field visits are not required.

Replacement Procedure

Replacing the pump requires some time, as it entails removing body panels and temporarily removing the cold tank to access the pump.
A video demonstrating how to prepare the unit and access the pump for replacement is available on the Tech portal: https://techportal.wellsyswater.com/i14-videos/

Identifying the New Pump

Updated pumps carry a green dot sticker close to the wires. The photo below shows an updated pump (Left) alongside the existing pump (Right); the molded date code is visible on each label.



Updated pump (top, date code 2026.01.13) and existing pump (bottom, date code 2024.11.15).

Revision History

Rev	Date	Description	Author
1.0	August 19, 2026	Origination of document.	Chance McIntyre