Reference: TB 0195 (10/2025)

Technical Bulletin

Product: Greenstar 2300

INTERNAL WIRING HARNESS ERROR

Polarity on the 230V harness between the external controls interface board and the main PCB may be reversed on these appliances.

On Greenstar 2300 appliances built before December 2021 (FD 180), Live & Neutral may be reversed in the 230V harness edge connector at the controls interface board. This means that 230V will be supplied from the Live mains connection on the controls interface PCB to the Neutral connection on the main PCB. (Fig 1)

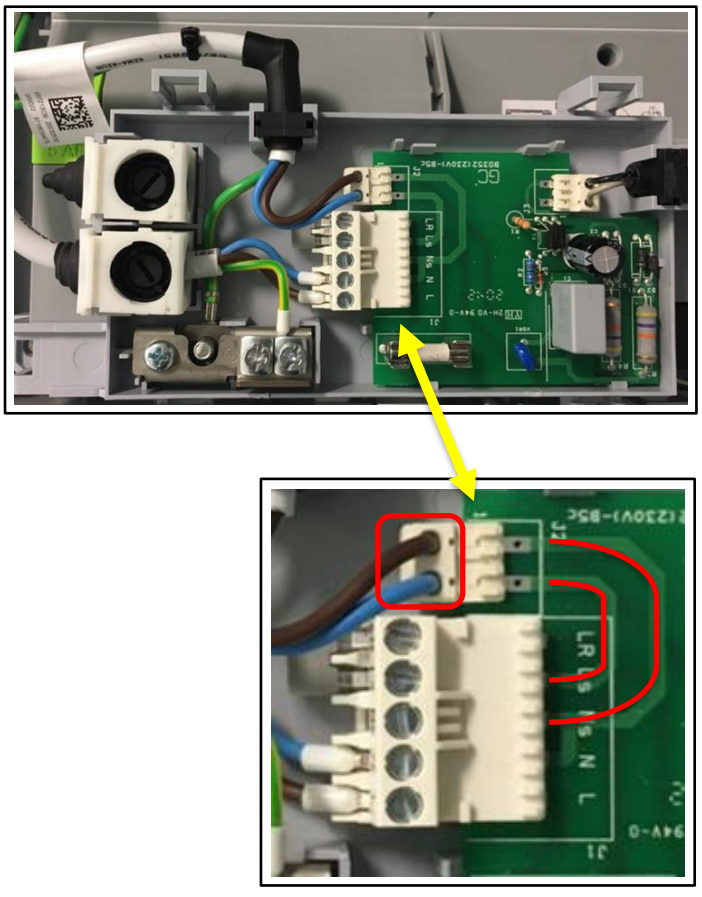

Fig 1

Fig 1 shows where the polarity is reversed. The PCB track from LS (Live supply) on the incoming mains connector links to the blue harness wire, and NS (Neutral supply) links to the brown harness wire in the indicated edge connector.

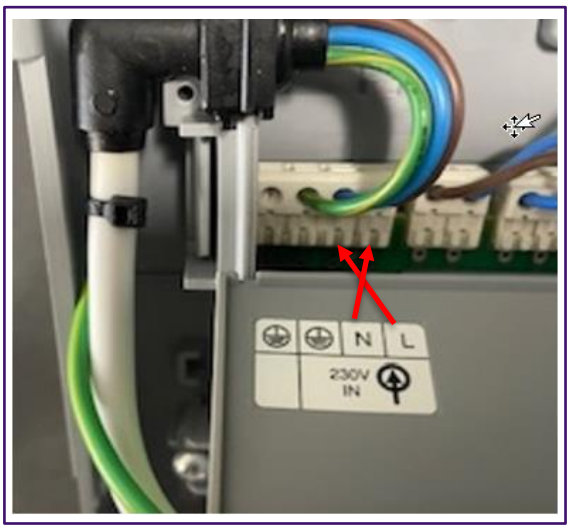

Fig 2

Fig 2 shows identifies the plug where the affected harness connects onto the main PCB, and where the reversed polarity can be measured with a multimeter. The label may incorrectly identify L & N.
230V may be supplied on the Blue cable.
Because the appliance is designed to be insensitive to polarity, this has no effect on its safe operation.

As the appliance should be connected to the mains supply through a double pole fused isolator, and this fault has no effect on the incoming supply to the boiler, the appliance will be safe to work on when isolated at the fused spur.
As always, safe isolation checks must be carried out before working on the appliance.

Note: Due to this reversed polarity, you must be aware of the differences you may encounter during live testing when fault finding. You must ensure safe working practices and should only use test equipment with insulated probes.
You must consider when fault finding on 230V components such as the circulation pump, fan or ignition transformer, that 230V may be permanently supplied via the neutral cable to the component, and switching of the component will be controlled on the PCB via the live cable.
This means that when the appliance is in standby mode and the 230V components are inactive, 230V may still be measured on the associated harness connections.

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