



Safety First With Us

11/10/2019

Safety Notice

Dear Customer,

I write to inform you of an issue of concern to us that we have discovered during examinations of some extinguishers that have been returned to us by customers as part of our complaints process. **This issue has not involved our water mist, wet chemical, powder or CO₂ extinguishers.**

It has been confined to some of our wet extinguishers. To date we have seen the problem primarily on 6l foams and 6l plain waters and on one or two occasions 6l water additives, 9l waters and 3l foams.

Some of the extinguishers, in their fifth year of service have been found to have an issue with the plastic adaptor that connects the valve headcap to the dip tube. In some instances, the adaptor appears to be degrading and wearing away and, on odd occasions, this has caused the dip tube to become detached, resulting in a failure of the extinguisher to discharge the contents.

This issue has been made more complex as the small number of failures are happening randomly. In returns we have received we have found adaptors from the same batch many of which have maintained their integrity and are robust alongside odd ones which have worn badly. Those adaptors with significant wearing are all from 2014 production and almost all of the complaints have originated at the 5-year discharge test.

We have also been conducting a series of internal/external laboratory testing to try to understand what is causing this issue.

We have concluded that this problem has been caused by an inconsistency in the quality of the Nylon used by the manufacturer of the adaptor.

We visited the factory of the adaptor manufacturer who supplies our valve manufacturer in China and decided that the only course of action was to test samples retained from batches produced from 2014 to end 2015 to ascertain which if any, contained this potential fault.

We also instructed our valve manufacturer to change to a new supplier of the adaptor and to review and if necessary, to tighten controls of other component suppliers in their supply chain.

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All production from May 2019 contains only material that has been certified as Pure nylon PA6 which will prevent any future reoccurrence of this problem.

During this investigative process we have also taken the opportunity to review this part of the valve set up in its entirety. We have made several changes and improvements to ensure that we can prevent any onset of corrosion going forward.

This problem, if it arises, starts slowly and then does not affect the functionality of the extinguisher until after the 4th year of service.

We have identified that there are several batches of valves involved in 2014. In order to keep this process simple, we are asking that all 2014 extinguishers are checked. In addition, our testing indicates that we have adaptors that may be vulnerable to this problem up to and including those produced in June 2015 so we would ask that these too are checked. It is too early to be certain but the indications of adaptors analysed from production beyond June 2015 suggests that the quality of the nylon is significantly improved.

Engineers servicing these wet extinguishers after their fourth year in operation (or later if already passed the 5- year discharge test) should change the adaptor for a new one which we will be distributing to all customers free of charge on request.

We will issue further notices going forward to update you on this situation should this be necessary. The extinguishers are completely safe to handle.

This has been a challenging issue for us and we would like to sincerely apologise for any inconvenience this may cause you and to thank you for your continuing support.

Yours Sincerely



Mike Ditanna M.B.A.
Sales Director