



Safety First With Us

9th December 2020

Safety Notice Update

Dear Customer,

I write with an updated situation on the Safety Notices first issued to the market in October 2019 and updated in July 2020 relating to some of our wet extinguishers.

Since July we have continued to conduct further inspection of a significant number of cylinders produced in the period from 2015.

We can confirm the following: -

- We have seen no examples where the problem, if it arises, affects the functionality of the extinguisher in the first 4 years of its life.
- Moreover, the quality of the nylon tested has improved markedly on adaptors manufactured from 2015 onwards.
- The number of complaints reporting this issue have fallen consistently during 2020.

The remaining issue we are now experiencing no longer relates to deterioration of the bottom of the adaptor but seems to be concentrated on the adaptor shearing at the top of the valve after a successful discharge.

We believe that in these cases, the extra pressure placed on the adaptor as the valve head is removed is causing the adaptor to shear.

In spite of this improvement we recommend that engineers continue to change the adaptor while performing the 4th year service on wet extinguishers in the date range January 2016 – November 2019. We will continue to replace the adaptor with a new one (and the dip tube if appropriate) which we will be distributing to all customers free of charge on request.

During this process we have been constantly monitoring a number of variables that may contribute to this problem but it has not been possible for us to truly establish the exact cause. It is likely that a number of factors come together to create a perfect storm and cause the adaptor to degrade.

Jewel Fire Group Ltd, Unit A1-A3 Aldwarke Wharf Business Park Waddington Way Aldwarke Rotherham
S65 3SH

T: 01709 703223 F: 01709 543305

sales@jewelfiregroup.com www.jewelfiregroup.com

Company No: 2546134

This process has been one of constant evolution and testing to eliminate potential causes and as a result has led to us questioning the validity in the use of nylon as a suitable material for this component part. We have concluded that in the absence of a totally concrete explanation for the exact cause of these issues, our best course of action is to change the material we use in the manufacture of the adaptor.

From January all of our 2021 dated new stock for wet extinguishers will therefore be supplied with a brass adaptor which will ensure that this issue has been permanently rectified and remove any doubt that it can happen again in the future on Jewel Fire extinguishers.

We thank you all for your continuing support.

Yours Sincerely

A handwritten signature in black ink, appearing to read 'Mike Ditanna', with a long horizontal flourish extending to the right.

Mike Ditanna M.B.A
Sales Director