

PRODUCT SERVICE BULLETIN

299H Series Regulators

Date of Manufacture: September 3, 2013 to January 2, 2014

Serial Number Range 2125XXXX-2131XXXX and R00016XXXX – R00034XXXX

January 16, 2014

To: CUSTOMERS WHO PURCHASED FISHER® 299H SERIES REGULATORS.

Dear Customer:

Our records indicate that you have recently purchased a Fisher 299H Series Regulator. Please carefully read this Product Service Bulletin and perform the Recommended Actions.

Background

Regulator Technologies Inc. recently discovered that the Adjusting Screw (Item 36) used on 299H Series Regulators is susceptible to hydrogen embrittlement fracture. Regulator Technologies Inc. identified this condition on 299H Series Regulators manufactured between September 3, 2013 and January 2, 2014. In each case, the Adjusting Screw fractured at the Locknut (Item 35) Adjusting Screw interface (see Figure 1).

This is not a regulator performance safety issue. However, in order to ensure long-term adjustability of the 299H Series Regulator, Regulator Technologies Inc. recommends that you please follow the actions below at your next scheduled maintenance or setpoint adjustment.

Recommended Actions:

1. Identify all 299H Series Regulators that you may have in service or inventory manufactured between September 3, 2013 and January 2, 2014. (*Information indicating the date of manufacture is located on the unit nameplate shown in Figure 2*)
2. Contact your Emerson Local Business Partner to receive replacement Adjustment Screws (Part #T14133T0012) at no cost for each 299H Series Regulator identified.
3. Change the Adjusting Screw
 - a. If the Adjusting Screw is not broken or is broken but can be removed from the regulator without removing the Bonnet (Item 34), turn the Adjusting Screw counter-clockwise to remove it then install a new Adjusting Screw.
 - b. If the Adjusting Screw has broken inside the Bonnet, please contact your Emerson Local Business Partner to have the unit scheduled for repair.

CAUTION: *Do not attempt to replace an Adjusting Screw that is broken inside the bonnet. Personal injury or regulator damage may occur from the uncontrolled release of stored energy from the compression spring.*

4. Permanently mark the Regulator or Adjusting Screw using your own preferred method to identify completion of the Adjusting Screw replacement.

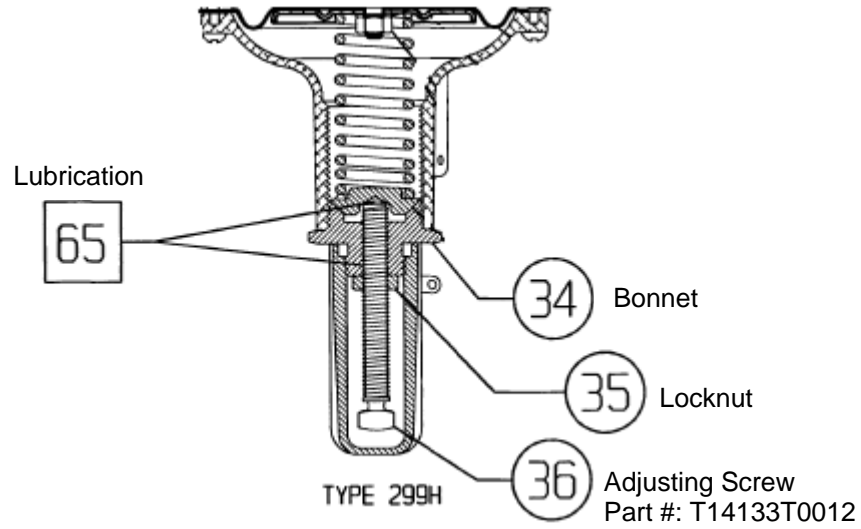


Figure 1: 299H Series Adjusting Screw Assembly

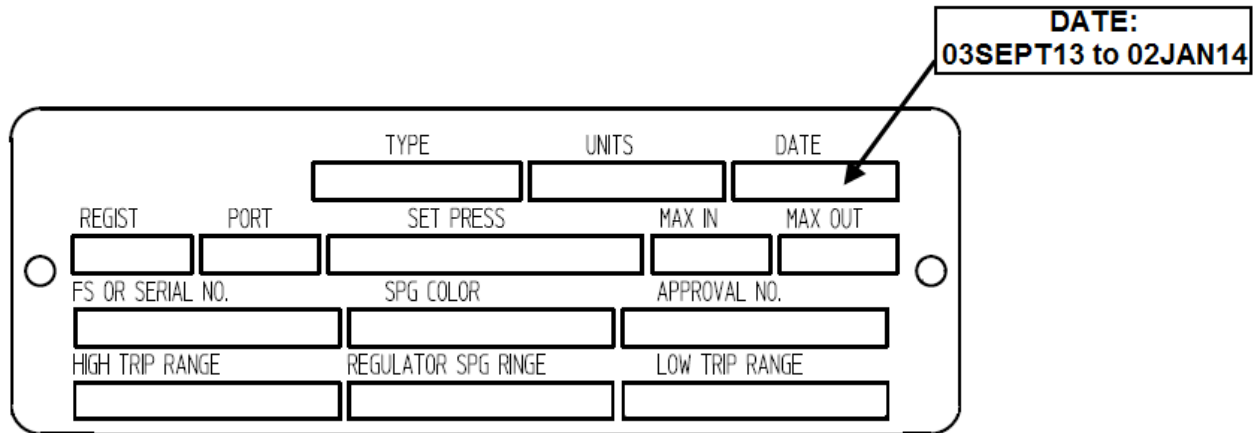


Figure 2: Date of Manufacture Location on Nameplate