Emerson Process Management
Regulator Technologies, Inc.

310 E. University Dr.
McKinney, Texas 75070

PRODUCT SERVICE BULLETIN

CSB403 & CSB404 Series
Date of Manufacture: 2009 to March 2013
Manufacturing Location: Nuevo Laredo, Mexico
Serial Number Range 19XXXXXX-21XXXXXX and RXXXXXXXXX

June 10, 2013

To: CUSTOMERS WHO PURCHASED FISHER® CSB403 AND CSB404 SERIES REGULATORS.

Dear Customer;

Our records indicate that you have purchased a Fisher CSB403 or CSB404 regulator. Please read the below product service bulletin and take the required actions necessary.

Background
Regulator Technologies Inc. has received a small number of field returns of the Fisher CSB403 and CSB404 Series Regulators which allowed the outlet pressure to drop below acceptable levels when flow rates increased. After evaluating these few returns it was found that the balanced port and stem assembly shown in Figure 1 were not manufactured with the proper amount of lubrication. Regulators with this condition may allow the outlet pressure to drop below or rise above the regulators accuracy with flow rate changes. In cases where this condition causes the outlet pressure to rise to the set point of the True Monitor™ module or the slam shut attached to the regulator, these safety devices will protect the outlet and not allow the outlet pressure to exceed the setting of the True Monitor™ module or slam shut.

Only if your Fisher CSB403 and CSB404 Series regulators exhibit this incorrect performance, contact your local Emerson LBP to order a repair kit to install at the next scheduled maintenance interval.

Required Actions

1. Evaluate your Fisher CSB403 and CSB404 Series regulators for the performance described above.
2. If the Fisher CSB403 and CSB404 Series regulators exhibit the performance described above, contact your local Emerson sales office to order the repair parts kit.
3. Schedule maintenance to change the balanced port and stem assemblies.

We apologize for this issue and any inconvenience. Your understanding and support is greatly appreciated.

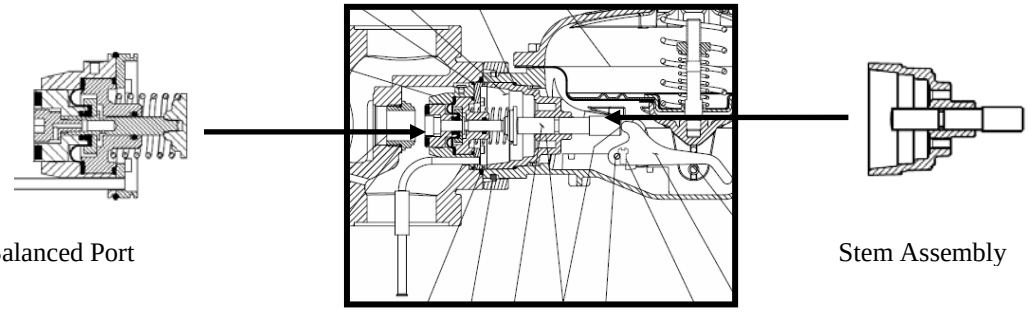

Figure 1: Balanced Port and Stem Assemblies