



Fisher Controls International LLC  
310 E. University Dr.  
McKinney, Texas 75069  
U.S.A.

July 10, 2007

**To: Regulator Customer**

**Transmit:** Via E-Mail, Mail, Fax or Website

## **IMPORTANT SAFETY NOTICE**

### **REGULATOR RETURN**

#### **Return Customer Installed Product and Your Inventory to Your Local Fisher Distributor**

Fisher Controls has had previous communications with our LP-Gas distributors regarding the replacement of their inventory and your regulator inventory. This communication addresses the **RETURN OF INSTALLED REGULATORS and YOUR INVENTORY OF UNINSTALLED REGULATORS.**

Fisher Controls continues our investigation into fractured screws, Part Number T13526T0012, found in 4 different product families. The discovery occurred when boxes were opened to install the regulators. Fractures have occurred both in the threaded shank and when the screw head separates from the shank. We have seen multiple screw fractures in a single regulator assembly. If a screw head fractures, there is a possibility for propane gas leakage, **which can pose a potential risk of a fire or explosion that could result in personal injury and property damage.** The amount of leakage could vary depending upon the model, the number of screws that may ultimately break, and the inlet or outlet pressure of the application.

**FISHER REQUIRES THAT YOU FIND, REPLACE AND RETURN REGULATORS** as described later in this letter.

It is important to note that to date Fisher has **NOT** had any reports of screw fractures on installed regulators, product failure incidents or injuries. However, since a visual inspection of the screws will not reveal whether a screw(s) will fracture after installation, we are asking that you find and replace the regulators per the following instructions.

**Model Numbers to Return:** Actual Model Numbers will have a group of numbers or letters at the end of the model number. Example R622-BBC or 67CD-101. See Appendix 1.

HSR & HSRL Series	R622 Series	R652
67C Series	R622E Series	R652E
R122H Series	R622H Series	
R222 Series	R632	
R232 Series	R642 Series	

### Identifying Production Dates To Return:

Product manufactured between **March 1 and May 31, 2007\*** is to be replaced and returned to your local Fisher Controls Distributor. Regulator model numbers and dates of manufacture **03-07, 04-07, or 05-07** are stamped on the regulator. See location photos in Appendix 2.

\*Asia Pacific customers received March 1 through May 31, (03-07, 04-07, or 05-07) production as well as some early June (06-07) production that needs to be repaired or replaced. No June production shipped from McKinney to other world areas (North, Central and South America; Europe; Africa; and the Middle East).

If the product is still in the box, the PACKAGE DATE will be stamped on the box. See box label example in Appendix 2.

### How to Identify Reworked Products That DO NOT NEED To Be Returned:

Fisher and Distributor inventory has been reworked to replace screws or identify good regulators made in early March 2007 and June 2007.

- Good regulators will have a large red “C” marked on the box label.
- Good regulators will have a “C” or “R” stamped near the date of manufacture marked on the regulator.
- See Appendix 3 for “GOOD REGULATOR” markings.

## Your Required Actions at This Time

### Return Product

1. **Do not install or sell regulators from your inventory that fall within the above production date period**
2. Confirm that the regulator is made between **March 1 and May 31, 2007\*** as marked on the box or **if installed as stamped on the regulator with date codes (03-07, 04-07, or 05-07). Asia Pacific customers need to include June 2007 production (06-07).**
3. **DO NOT RETURN** product that has a “C” stamped on the box; a “C” or “R” stamped near the date of manufacture marked on the regulator.

4. **Contact your Local Fisher Distributor** where the products were purchased for return instructions and replacement regulators. Your local Distributor and Fisher will work with you to provide the best course of action to replace the units while minimizing inconvenience to your operation or customers.

We realize this is a significant undertaking that will most likely inconvenience you and your customers, but we believe this is the appropriate action to retrieve product that does not meet Fisher's quality standards. Your understanding and support is greatly appreciated.

Sincerely yours,



Jim Griffin  
Product Safety Officer, Regulator Division  
Fisher Controls

Attachments: 1 Document Containing  
Appendix 1 Type Number List of Regulators to Return  
Appendix 2 Date and Model Number Locations  
Appendix 3 Reworked Regulator Identification

## APPENDIX 1

### TYPE NUMBER LIST OF REGULATORS TO BE RETURNED

**Production Date:** March 1 through May 31, 2007

Note: Asia Pacific Customers received some early June 2007 production that must be returned for replacement or rework.

**Product Stamped with Date Codes:**

03-07      04-07      05-07

Asia Pacific Customer Dates: 03-07; 04-07; 05-07; or 06-07

TYPE NUMBER	TYPE NUMBER	TYPE NUMBER	TYPE NUMBER
<b>67C Series</b>	<b>R122H Series</b>	<b>R622 Series</b>	<b>R632 Series</b>
67CD-101	R122H-AAJ	R622-BCF	R632-BCF
67CD-104		R622-BCG	R632-BCFXA
67CD-116		R622-CFF	R632-BCG
67CH-150		R622-CFFXA	R632-CFF
67CH-741		R622-CFFXB	R632-CFFXA
67CH-742		R622-CFG	R632-HCF
67CH-743		R622-CFGXA	R632-JFF
67CH-745		R622-DFD	R632-JFFXA
67CH-90		R622-DFG	
67CN-104			
<b>67CN-105</b>	<b>R222 Series</b>	<b>R622E Series</b>	<b>R642 Series</b>
67CN-106	R222-BAF	R622E-BCH	R642-DFD
67CW-683		R622E-DCH	
<b>67CW-684</b>	<b>R232 Series</b>	<b>R622H Series</b>	<b>R652 Series</b>
67CW-685	R232-BBF	R622H-BGJ	R652-CFF
67CW-701	R232-BBFXA	R622H-BGK	R652-DFD
<b>HSRL Series</b>	<b>R232-HBF</b>	<b>R622H-DGJ</b>	<b>R652E Series</b>
HSR-CFGAMYN	R232-HBFXA	R622H-HGJ	R652E-DFH
HSR-PFCAMYN		R622H-HGK	
HSRL-BFC		R622H-JGJ	
HSRL-CFC		R622H-JGK	

## APPENDIX 2

### DATE AND MODEL NUMBER LOCATIONS

#### Product in Boxes

If the product is still in the box,

**The PACKAGE DATE will be stamped on the box.**



#### Type Number Location

The type number location is the same for all regulators.

**The type number is located on a white label on the spring case chimney.**



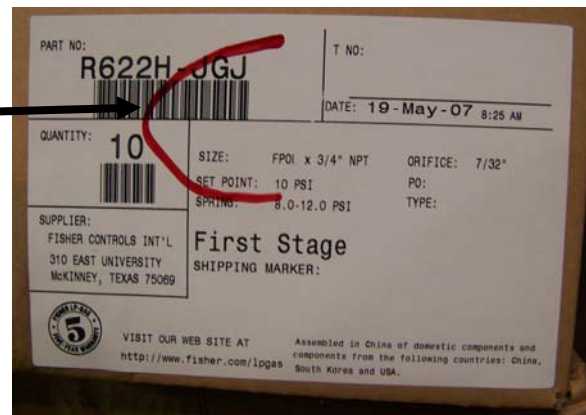
## APPENDIX 3

### REWORKED REGULATOR IDENTIFICATION PHOTOS

#### Box and Regulator Marking

Fisher inventory and Distributor inventory have been reworked to replace screws and identify good regulators made in early March 2007 through May 2007 (June 2007 for Asia Pacific). The following photos show how to identify reworked product that can be sold and installed. The following shows typical examples of box and regulator date marking.

**Good regulators will have a large red “C” marked on the box label.**



**Good regulators will have a “C” or “R” stamped near the date of manufacture marked on the regulator.**

