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Potential Danger of Fire or Explosion Read this letter now!

NOTIFICATION OF RETROFIT FIELD ACTION associated with Kromschroeder valVario valves sizes 1, 2 and 3

December 2016

We have determined that Kromschroeder valVario valves, manufactured by Elster GmbH, with valve sizes 1, 2 and 3 may have a problem which **can cause a safety issue**. We have observed the malfunctioning of a screw which fixes the “guide tube” on the valve body/housing. In some cases, and under specific conditions, one or more of the screw heads can break. This malfunction mainly, but not exclusively, occurs when the valve is stored or installed in wet, humid or corrosive environments.

This problem can result in gas leaking from the valve, creating a safety issue as raw gas may accumulate resulting in the risk of fire or explosion.



There are 4 screws on each valve, 2 on each side of the unit. It is possible that you may not be able to see all 4 screws.



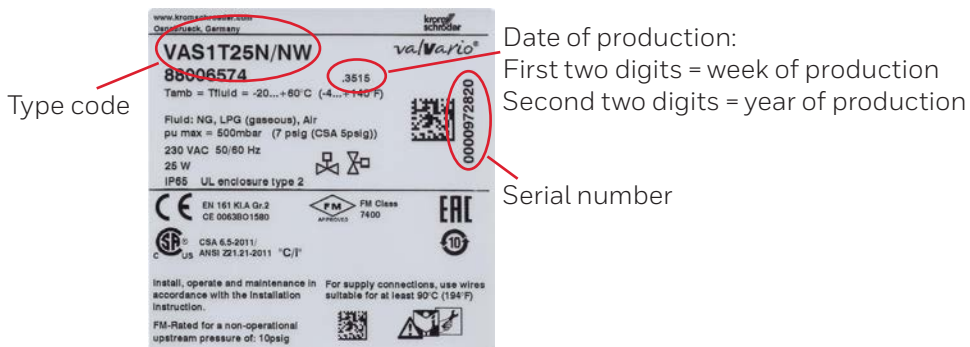
Potential affected valVario valves

Size 1 to 3: Thread design DN 10 to DN 65 and flange design DN 40, DN 50

- VAS Solenoid valve for gas
- VAD Pressure regulator with solenoid valve
- VAG Air/gas ratio control with solenoid valve
- VAV Variable air/gas ratio control with solenoid valve
- VAH Flow rate regulator with solenoid valve
- VRH Flow rate regulator
- VCS Double solenoid valve
- VCD, VCG, VCV, VCH Pressure regulators with double solenoid valve
- VAN Magnetic relief valve

How to identify the products

The potential affected products can be identified by inspecting the label, which can be found on label printed on the product.



Date of production of potential affected valVario valves:

- All valVario valves
Date of production: .0915 through .4315
(week 9 of 2015 to week 43 of 2015)
- valVario valves with a proof of closure switch and visual position indicator.
Valves have the additional Code: "GR", "GL", "SR" or "SL" in the type code.
Date of production: .2714 through .4315
(week 27 of 2014 to week 43 of 2015)

Actions to be implemented

If you identify any potentially affected valVario valves that you have shipped to third parties:

- Please inform these third parties immediately about the potential safety issue, by forwarding on this notification.

If you identify any installed affected valVario valves, an appropriate service technician should perform the following assessment:

- Inspect visually for broken screws.
If one or more screws are broken, take appropriate safety action to ensure the safety of your people and facility. Contact us immediately to schedule receipt of a replacement valve or replacement service. See contact information below.
- Inspect for corrosion on the screws.
If there is corrosion but no screws are broken, perform daily inspections of the screws until the valve is replaced. Contact us to schedule receipt of a replacement valve or replacement service. See contact information below.
If there are no visible signs of corrosion. Conduct regular inspections for corrosion or broken screws and schedule replacement. Options for replacement include replacing screws, as a recommended approach, or replacing the valve if the screws are not readily accessible or cannot be removed. Contact us to schedule receipt of replacement screws or valve, or replacement service. See contact information below.

If you identify any potentially affected valVario valves still in your stock:

- Please don't ship or install these products. Return the valve(s) for repair or replacement by contacting us. See contact information below.

You may receive replacement valves or screws free of charge through your local service team by contacting the appropriate number on the last page of this document.

When contacting us, please have the following pieces of information ready, for each valve:

- Serial Number
- Date Code
- Type Code
- Condition of screws

Frequently Asked Questions and Answers

What´s the cause?

We have determined that Kromschroeder valVario valves, manufactured by Elster GmH, with valve size 1, 2 and 3 may have a problem which **can cause a safety issue**. We have observed the malfunctioning of a screw which fixes the “guide tube” on the valve body/housing. In some cases, and under specific conditions, one or more of the screw heads can break. This malfunction mainly, but not exclusively, occurs when the valve is stored or installed in wet, humid or corrosive environments.

What shall I do when I sold the product to another customer?

Please inform your customer about the potential malfunction and the potential risk. Send this notice to your customer.

When has the malfunction been observed?

This malfunction has typically, but not exclusively, been observed where the valves and regulators with valves are stored or / and installed in humid or wet atmosphere, which is contrary to the prescribed use case for this product.

Please Note: Per operating instruction numbers below, the manufacturer does not allow the installation of valVario valves in wet or outdoor applications.

03250322 VAS 1-3, VCS 1-3
03250824 VAN
03250481 all others

Valves installed in wet & outside installations are more exposed to corrosion and represent a higher risk. Please follow the above operating instructions.

What is a typical environment where field reject where installed?

- Direct outdoor installation without roofing
- Outdoor installation with weather protection (roof)
- Only partly closed enclosure, allowing direct condensation
- Inside installation with high relative humidity
- Installation with purification processes with water
- Moisture cellar rooms or others with a risk of condensation or humidity
- All installation or storage where condensation or water cannot be excluded
- Product not stored in a dry and clean place.

What´s the risk/danger?

The possibility of a leaking valve creates a safety issue, as gas may accumulate, creating the risk of fire or a combustion side explosion.

Are there any factors that raise the risk?

If the valve with the potential affected screws is or was stored or installed in a wet or partly wet atmosphere, corrosion will be accelerated and the screw head can break.

Which types of Valvario are affected?

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- VAS Solenoid valve for gas
- VAD Pressure regulator with solenoid valve
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- VAV Variable air/gas ratio control with solenoid valve
- VAH Flow rate regulator with solenoid valve
- VRH Flow rate regulator
- VCS Double solenoid valve
- VCD, VCG, VCV, VCH Pressure regulators with double solenoid valve
- VAN Magnetic relief valve

What models and Date of Production is affected?

- All valVario valves
Date of production: .0915 through .4315
(week 9 of 2015 to week 43 of 2015)
- valVario valves with a proof of closure switch and visual position indicator.
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Date of production: .2714 through .4315
(week 27 of 2014 to week 43 of 2015)

How were you made aware of the problem?

Analysis of field rejects

Who can assist me with this service or replacement?

Contact your Honeywell Customer Contact Centre. See full list of numbers on the next page.

Customer Contact Centre Phone Numbers

Americas		Asia Pacific		Europe		Middle East & Africa	
Argentina	800-266-1664	China	4008200386 8008200237	Bulgaria	700 20771	Bahrain	8008 1343
Brazil	0800-047-4529	India	00080-04420035	Croatia	0800 80 6392	Kuwait	2225 1649
Canada	800-822-7673	Indonesia	0018-038-529-037 +62-21-5361234	Czech Republic	800 142 784	Oman	8007 7595
Chile	800-39-5137			Hungary	06 800 20 699	Qatar	800 5460
Colombia	01-800-012-8800	Japan	088-611-6635	Poland	00 800 121 50 46	Saudi Arabia	800 844 5309
Costa Rica	0800-012-1894	Korea	080-782-2255 (080-SVC-CALL)	Romania	0 800 800 178	South Africa	0800 983 634
Ecuador	1800-00-0351	Malaysia	1-800-883-479	Russia Federation	8.10.80 02-412 50 11	Turkey	00800 448823587
Mexico	01-800-083-4906	Australia	1-800-009-952	Slovakia	0800 002 340	United Arab Emirates	8000 444 0300
Peru	0800-77-347	New Zealand	0508-613-194	Austria	0800 006438		
Puerto Rico	800-822-7673	Singapore	800-852-3166	Germany	0800 7239098		
United States	800- 822-7673	Thailand	0018-0044-10589	Greece	00800 12 9493		
Uruguay	4019-0806			Israel	1 809 407 309		
Venezuela	0800-100-2183			Italy	8000 35205		
				Switzerland	0800 080 035		
				Belgium	0800 485 80		
				Denmark	80 25 21 65		
				Finland	0800 915 938		
				France	0805 10 00 41		
				Ireland	1800 939 488		
				Luxembourg	8002 8524		
				Netherlands	0800 0203498		
				Norway	800 11 478		
				Portugal	800 855 994		
				Spain	800 099 804		
				Sweden	020 088 3167		
				United Kingdom	0800 279 7226		