

Kidde Canada Inc.  
340 Four Valley Drive  
Vaughan, ON L4K 5Z1

Tel 905.695.6060 1.800.565.1976  
Fax 905.660.4670 1.877.660.4670  
www.kiddecanada.com



## PRODUCT BULLETIN IG-11-03-2014

Date: November 3, 2014

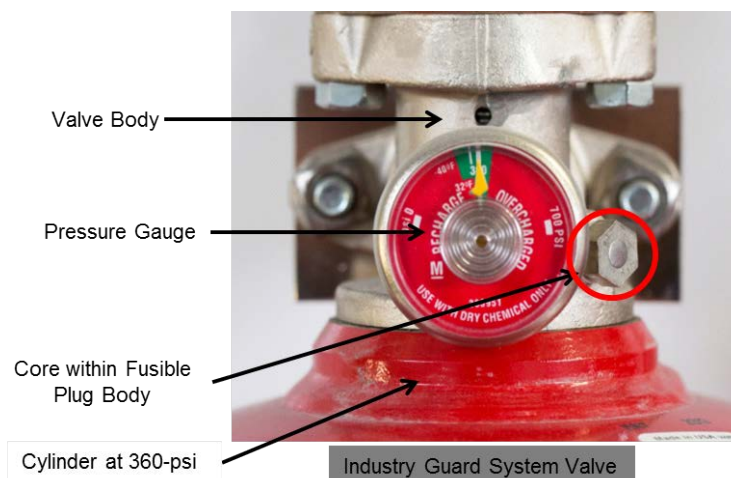
To: All Badger Industry Guard Dry Chemical System Distributors

From: Joe Di Filippo, Vice President

Subject: Safety Bulletin – Industry Guard Systems Ordering & Inspection Requirements

# IMPORTANT SAFETY NOTIFICATION YOUR IMMEDIATE ACTION REQUIRED

Industry Guard Dry Chemical system cylinder-valve assemblies (pictured below) are pressurized to 360-psi (at 70°F) and utilize a fusible plug as a pressure relief device. Of the dry chemical cylinders shipped in and after August 2012, we have recently discovered a potential safety hazard where the cylinders may not work when required because of a loss in pressurization. Some fusible plug cores may creep outward from the plug body and when there has been core creep, some cylinders have experienced a premature reduction of the factory-filled 360-psi pressure. **A suppression system with one or more cylinders not at the factory-filled set pressure will be potentially ineffective in the case of a fire incident.**



An investigation is underway to determine the root cause of the creep and leakages and to implement an appropriate corrective action. In the interim, we are taking the following steps to address both installed units and new orders.

**INSTALLED UNITS:**

To ensure that installed systems are operational, we request your **immediate assistance in requiring owners / users of systems installed in August 2012 and later to maintain or increase their current inspection frequency** as tabulated below, as well as implement an inspection of the fusible plug, until a field remediation plan is instituted:

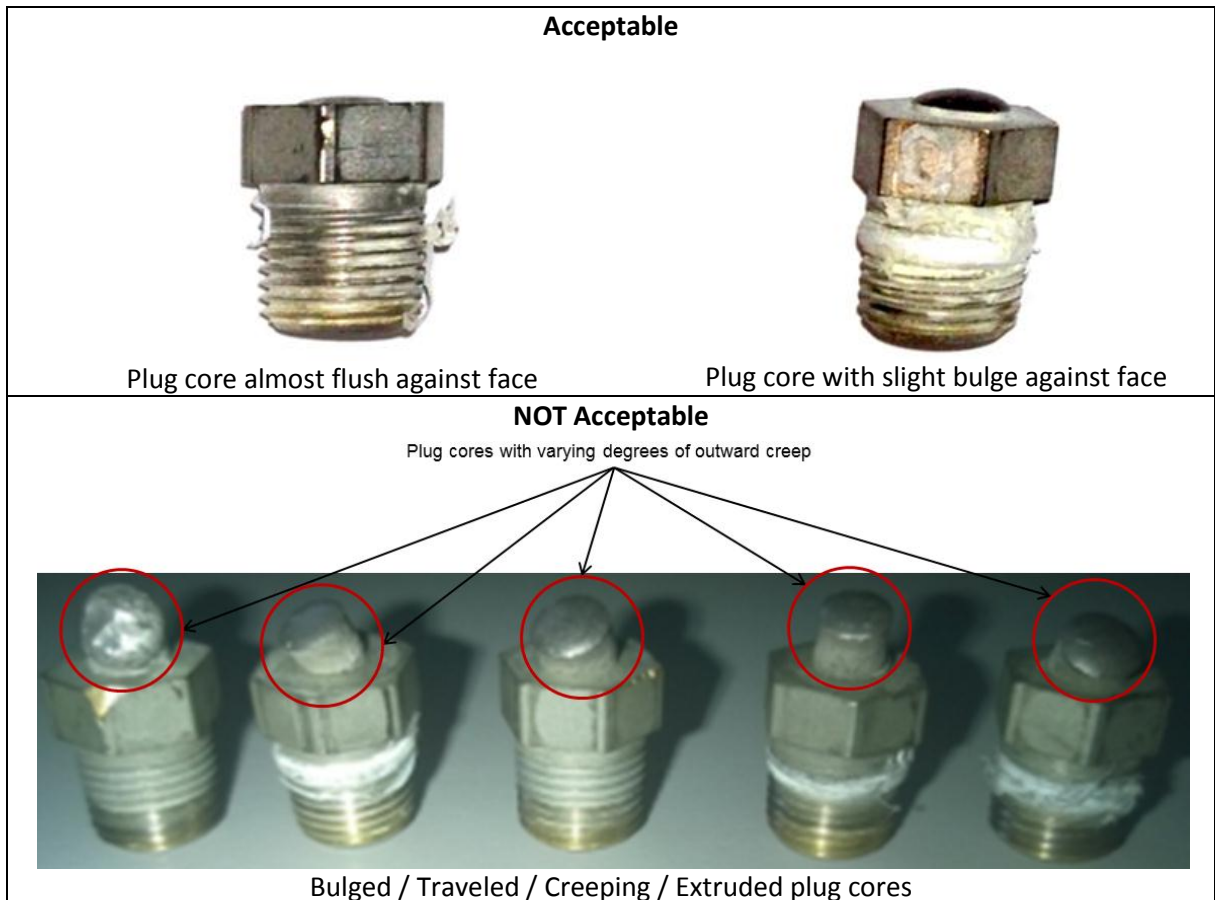
| Suppression System                 | Owners' Manual P/N | Inspection Frequency per Owners' Manual | Interim Inspection Frequency Required |
|------------------------------------|--------------------|---|---------------------------------------|
| Industry Guard Dry Chemical System | B900001            | Monthly                                 | Daily                                 |

**We therefore request that you please immediately:**

1. Advise system users of the issue and provide them a copy of the appropriate Owner's Manual
2. **Require system users to perform daily inspection of the cylinder pressure gauge. The pressure gauge reading MUST be in the green area when at 70°F as pictured below:**



3. Require system users to perform daily inspection of the fusible plug. Fusible plug cores **MUST** be in the position depicted in the 'Acceptable' section below and **NOT** as depicted in the 'NOT Acceptable' section:



4. Notify Technical Support immediately at (866) 287-2531 or at [David.Vanzandt@Kidde-Fenwal.com](mailto:David.Vanzandt@Kidde-Fenwal.com) if any non-conforming product is found.

As any information that we are able to glean will be of significant benefit in determining root cause and therefore the ultimate resolution, we would like to include in our analysis any cylinders found with less than the factory-filled 360-psi and/or creeping plugs. Priority advance field replacement of those cylinders will be arranged through a special waiver process. Please communicate with us immediately.

**NEW ORDERS:**

Please be reassured that we are working tirelessly to drive this issue to resolution in the least possible time. **In the interim, we have placed all open and new system orders on hold. Spare parts will continue to ship with cylinder orders being evaluated on a case by case basis.**

If you have any questions or concerns, please contact your Regional Sales Manager. For inspection notification or clarifications on field findings, please contact Technical Support at (866) 287-2531 or at [David.Vanzandt@Kidde-Fenwal.com](mailto:David.Vanzandt@Kidde-Fenwal.com).

We thank you in advance for your immediate attention to this important matter.

**Western Canada:**

Gary Darling, Tel: 1-800-663-0703

**Central Canada, East Coast:**

Iain Boyd, Tel: 1-800-565-1976 ext. 6063

**Quebec:**

Marcel Demers, Tel: 1-800-667-4721