



February 15, 2017

RE: L7579 Field Advisory Dated February 3, 2017

## **L7579 REPAIR & REPLACEMENT POLICY**

At RegO, delivering safe products with industry leading quality is our top priority. Our quality policy requires communication of any potential issue to our customers as soon as possible. As a result of this policy, and to act with an abundance of caution, on February 3, 2017, we issued a field advisory regarding L7579 filler valves date coded from 8B16 to 1C17 (see attached). The field advisory is not a recall. The primary purpose of the Field Advisory is a safety precaution to ensure that a 3179B style fill adapter is used any time an affected valve is filled, which is in line with industry best practices. Use of the adapter will allow for safe disconnection from the tank in the event the filler valve fails to reseal. Potential for failure of the filler valve to reseal only exists during the filling process. Replacement of the filler valve is not required if there has not been a failure.

To date, RegO has confirmed less than 15 field failures. Since our first notification, we have conducted ongoing testing and evaluation of the product. The data suggests the potential failure rate will be low. We continue to monitor the situation and request any valves that have failed in the field be returned as soon as possible for immediate evaluation.

RegO stands behind our product per our warranty and will be responsible for the following solutions in support of this field advisory:

1. RegO will supply RegO 3179B filler valve adapters upon request. Please contact your RegO Authorized Distributor or RegO directly at the contact information below.
2. If you choose to electively replace either the upper body (L7579-51 repair kit) or the entire valve (L7579) RegO will supply the parts upon request. Please contact your RegO Authorized Distributor or RegO directly at the contact information below.
3. In the event you experience a field failure of the affected valves:
  - a. Be sure to carefully disconnect the filling hose and leave the 3179B adapter on the valve on the tank and tighten the cap.
  - b. Immediately contact RegO directly at the contact information below to arrange for replacement of the valve at your earliest convenience. During this call we ask that you provide RegO an estimated cost to replace the valve, including labor.

RegO will authorize your repair and give you instructions as to how to be reimbursed on a timely basis.

- c. RegO will continue to warranty any field failures of affected valves for a period of 10 years from the date of manufacture.

RegO has a proven history of standing by our products and working with our customers. We are acting with an abundance of caution and taking action for the benefit and safety of our customers. We appreciate your patience, support and understanding. We apologize for any confusion or inconvenience.

If you have any questions or experience a field failure, please contact:

**Bennett Allred**

**RegO**

**Direct: 336-446-7230**

**Email: [ballred@regoproducts.com](mailto:ballred@regoproducts.com)**



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February 3, 2017

**FIELD ADVISORY**

**L7579 1-3/4" X 1-1/4" MNPT Filler Valve  
Date Codes 8B16 to 1C17**



**Issue:**

We recently received reports where delivery personnel had difficulty disconnecting from the L7579 filler valve installed on ASME containers after the filling process has been completed. We have determined that the seat disc on the upper check may not fully return to the closed position due to interference with the guide in the upper body. This interference can create a leak in the upper check area making it potentially difficult to disconnect from the filler valve. **If the hose end valve is disconnected while the L7579 filler valve covered by this advisory is in this condition, a leak to the atmosphere can occur creating a fire hazard.**

**L7579 Showing Upper Check  
Open**



**L7579 Showing Upper Check  
Closed**



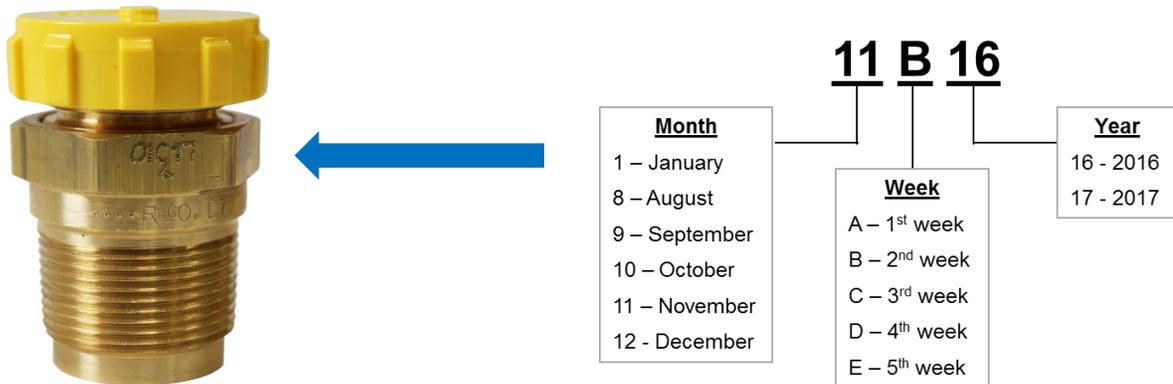
## Where L7579 Filler Valve is Used:

The L7579 Filler Valve covered by this Field Advisory has been installed on 420# DOT and ASME cylinders and ASME horizontal containers from 120 to 1,000 gallons W.C.; this includes both new and reconditioned containers.

## How to Identify L7579 Filler Valves Which May Encounter an Issue:

The dates of manufacture of the valves covered by this field advisory are August second week 2016 (8B16) to January third week 2017 (1C17).

### Date Code Identification



## Actions to take:

**To address this issue RegO will provide the following at no charge:**

- Supply 3179B Filler Valve Adapters for installation on the L7579 filler valves covered by this advisory.
- Supply the NEW L7579-51 Repair Kits to repair the upper check and guide assembly on the L7579 filler valves covered by this advisory.
- Supply new L7579 filler valves to replace the L7579 valves covered by this advisory.

**Contact the OEM, Refurbisher or Distributor you purchased the valve from regarding the process to resolve the issue covered by this advisory.**

**Do not attempt to fill or refill any container that has a L7579 with date codes of 8B16 to 1C17 without first installing a filler adapter (similar to 3179B) on 1-3/4" ACME fill connection of L-7579 filler valve covered by this advisor.**

### **Additional Information:**

L7579 Filler Valves made before 8B16 and after 1C17 dates of manufacture are not part of this advisory and are not affected. When filling into any 1-3/4" ACME filler valve not affected by this advisory, you should follow your company's established filling procedures.

It is a good practice to use filler hose adapters like the 3179B when conducting any filling operation into a 1-3/4" ACME filler valve. When a filler hose adapter is attached to the hose end valve connection during the filling process and there is a problem disconnecting due to leakage through the upper check, the 3179B or other type filler hose adapters can remain on the subject filler valve. This will allow the delivery person to safely disconnect the hose end valve from the filler hose adapter which will remain connected to the subject filler valve leak free.

**L7579 with a 3179B installed.**



**If you have any questions about this advisory please contact:**

Bennett Allred

RegO

Direct: 336-446-7230

Email: [ballred@regoproducts.com](mailto:ballred@regoproducts.com)



February 9, 2017

RE: Frequently Asked Questions in regards to the February 3, 2017 Field advisory L7579 Date Code 8B16 to 1C17.

**Dear Valued Customer,**

Over the past few days we have received many questions in regards to the February 3, 2017 Field advisory that we would like to address in this communication.

**1. Question: Does the February 3, 2017 L7579 Field Advisory affect any other RegO products?**

**Answer:** No. Only the 1-3/4 ACME X 1-1/4 MNPT L7579 Filler Valve with the manufacture date code between 8B16 to 1C17 is affected by this advisory. This does not affect any other Filler Valves such as Underground, MultiValves and Forklift Filler Valves.

**2. Question: Will L7579 filler valves covered by this Field Advisory leak in the field even when no filling or refilling process is being conducted?**

**Answer:** No. The L7579 filler valves covered by this bulletin will remain sealed off if the valve is not undergoing the filling process.

**3. Question: If the hose end valve with the 3179B adapter or similar is disconnected with no problem do I still need to leave the 3179B adapter attached to the filler valve?**

**Answer:** No. If the valve does not leak when the hose end valve is disconnected, the adapter can be removed with the hose end valve. The adapter does not need to remain on the valve if there is no leak, however, **an adapter must ALWAYS be used when filling the tank.**

**4. Question: Can the 3179B type adapter be used as a permanent repair for a leaking L7579 filler valve?**

**Answer:** No. If the L7579 filler valve is found to be leaking through the upper check, the 3179B type adapter should remain installed on the L7579 filler valve until the filler valve can be repaired or replaced. The 3179B type adapter does not have to be left on L7579 filler valves where the upper check is not leaking.

**5. Question: If there appears to be no interference with the guide in the upper body of the valve described in the field advisory does there still need to be action taken?**

**Answer:** Yes. The action that should be taken is to use a 3179B type adapter whenever filling the L7579 filler valves covered by the advisory.

**6. Question: Do I have to install 3179B type adapters on all L7579 Filler valve covered by this advisory?**

**Answer:** No. The 3179B type adapter is designed for the filling process. If a L7579 is not leaking, the 3179B adapter **does not** have to be left on the filler valve after filling. **During the filling process the 3179B type adapter must ALWAYS be utilized.**

**7. Question: Do I have to repair or replace a valve that is not leaking and is otherwise functioning normally?**

**Answer:** No. The Field Advisory clearly states that a 3179B type adaptor must be used during every fill process. Personnel should follow their company's established filling procedures. If the filler valve does not leak when the hose end valve is disconnected, the adaptor can be safely removed with the hose end valve. The Field Advisory is not requiring any additional actions with the exception that for valves covered by the Field Advisory, use of the adapter is required during filling operations.

**8. Question: If the L7579 filler valve covered by the Field Advisory is leaking can I repair the valve?**

**Answer:** Yes. Use Repair Kit L7579-51 **ONLY** and follow instructions included with this kit.