

Important information from Interspiro AB regarding Spiroscape – serial numbers P02 15000-P02 36999

Dear user of Spiroscape,

Referring to our recent communication concerning the Spiroscape product (duplicate copies attached) we are now able to further advise you on this matter. Please be advised that joint investigations with independent specialists into the isolated batch of non-conforming products have reached a satisfactory conclusion.

As previously informed, the regulators of four Spiroscape units have separated from the cylinder letting all air out. Both the regulator unit and the cylinder stayed in their red storage bag, without causing any further damage. The four failures were identified before the units had been shipped to end-users. The separations are caused by stress corrosion in the four regulators, forming part of the batch in question.

We have carried out a package of measures, in order to ensure that similar events will not occur again.

As a measure of caution the following step must be implemented on units with serial numbers P02 15000-P02 36999:

The regulators and the cylinders must be replaced.

Manufacture and production of replacement kits are well under way and will be available for remedial work to commence this week. Your supplier or Interspiro will supply you with the following alternatives:

1. Replacement kit (complete assembly of regulator with pressure gauge & cylinder),
2-pack: Article no: 96874.
2. Replacement kit (complete assembly of regulator with pressure gauge & cylinder),
1-pack: Article no: 96875.

In order to remedy any defect resulting from the defective component and to carry out the operation in the fastest and most efficient manner it is essential that you inform your supplier about which replacement kits, quantities, shipping addresses and dates are required. The exact logistics will be handled user by user.

The work with the replacement kit can be performed or organised by you. The work is no more extensive than followed by normal use of or training with Spiroscape, see “Instruction for Spiroscape replacement kit”, article no: 96877.

Do not perform any work before carefully studying the instructions.

We will continuously keep you updated until this matter is resolved. Again we sincerely apologize for any inconvenience, which may affect you. We assure you that every possible effort is being made to resolve this issue as quickly as we possibly can, always bearing in mind the necessity to ensure the integrity and safety of our products. If you have any immediate questions please get in touch with your supplier.

Best regards

Interspiro Group
www.interspiro.com
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