

User Advisory

Swagelok® QC4 DESO Quick Connect Stem

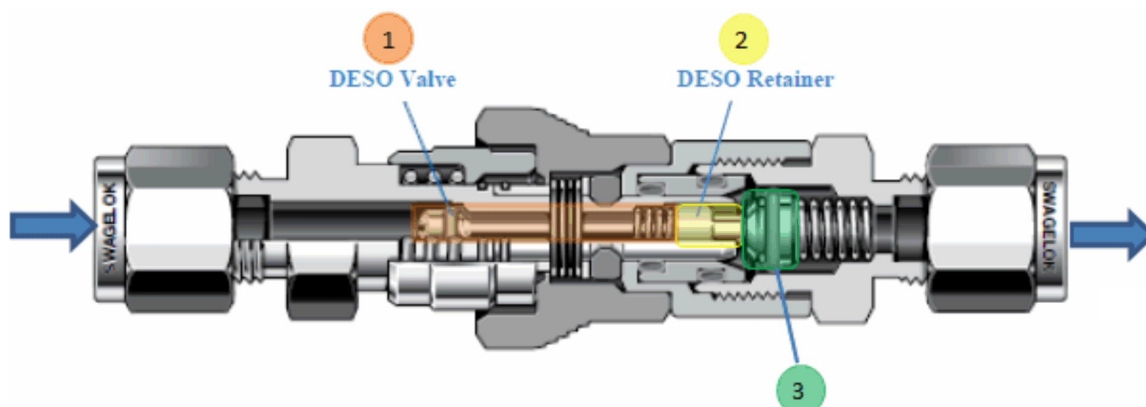
June 7, 2013

MSA received notification from Swagelok, an MSA component supplier, concerning an issue with QC4 DESO quick connect stems. They advised that the valve stem threads on certain quick connects were inadvertently manufactured outside the quality requirements and may result in the DESO retainer (item 2) unthreading from the DESO valve stem (item 1) while in service.

Male Stem with Retainer (affected)



Female Connector (not affected)



These Swagelok quick connects are used on the following MSA products:

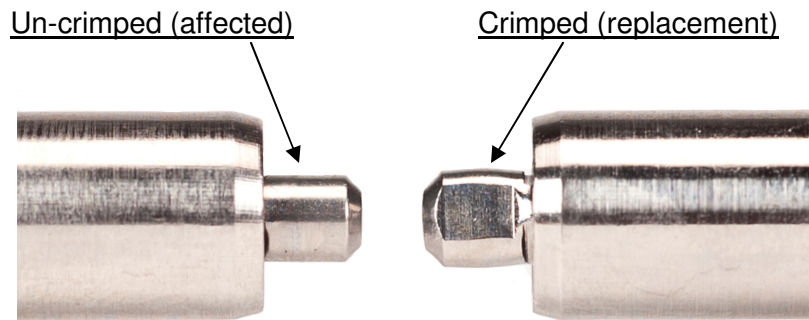
- Ultima® X Gas Monitor Duct Mount Kits
- Various Custom Gas Detection Systems

Affected QC4 DESO stems were installed on the above MSA products shipped between January 28, 2010 and March 10, 2013. This *User Advisory* is being directed to customers that may have purchased these products during the indicated time period.

If the DESO retainer (item 2) unthreads and remains inside the quick connect assembly, it may hold the mating valve head (item 3) partially or fully open. If the retainer falls out during disassembly, the valve may be locked closed. Depending on the particular gas detection equipment in use, a flow fault or calibration fault should alert the user to a problem if either of these conditions occurs. Regardless of the possibility of a fault indicator alerting the user, MSA recommends that users replace affected QC4 DESO quick connect stems as soon as possible.

Identifying Affected Quick Connect Stems:

In order to prevent accidental disassembly, Swagelok is crimping the end of the stem, as shown in the photo below. All stainless steel Swagelok QC4 DESO quick connect stems installed on MSA products shipped after March 13, 2013 were and will be crimped. If needed, users may identify affected QC4 DESO quick connect stems by comparing their quick connect stems to the photo below. MSA is providing replacement quick connect stems free of charge.



Ordering and Installing Replacement Quick Connect Stems:

To order replacement QC4 DESO quick connect stem assemblies, please complete the attached form and e-mail it to MSA Customer Service at the address indicated on the form. We will ship the replacements to you immediately. Please note that the female connector is not affected and does not need replaced.

When replacing the male quick connect stem, make sure the retainer is present at the end of the stem. If the retainer is missing, visually inspect the interior of the mating connector and remove retainer if present. Installation should be performed by appropriately knowledgeable maintenance personnel; however, if you would like to arrange for MSA service personnel to replace the affected fittings free of charge, please contact MSA Customer Service at the appropriate number indicated at the end of this letter.



MSA Corporate Center
1000 Cranberry Woods Drive
Cranberry Township, PA 16066
800.MSA.2222
www.MSAafety.com

Returning Old Quick Connect Stems:

- U.S. and Canada – For users in the U.S. or Canada, please return the un-crimped quick connect stems to MSA within 60 days of MSA shipping the replacements. The return shipping is free. Please return affected (un-crimped) quick connect stems along with a copy of the attached form to MSA at the applicable address as follows:

Users in U.S., ship via UPS account number " <u>E38064</u> " to: MSA Department SW 1000 Cranberry Woods Dr. Cranberry Twp., PA 16066	Users in Canada, ship via Purolator Courier acct. " <u>4656045</u> " to: MSA c/o NFI 25 Cottrelle Blvd. Brampton, ON L6S 0C3
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- Outside U.S. and Canada – No return is necessary. Please discard un-crimped quick connect stems (in accordance with local laws) so that they are not reused.

We regret any inconvenience that this situation may cause; however, we trust that you will accept the indicated measures to address this potential safety concern. If you have any questions, please contact MSA Customer Service as follows:

- Within the U.S., Canada, or U.S. Territories – 1-800-672-4678 or by email at: customer.service@MSAafety.com.
- In Mexico – 01-800-672-7222 or by email at: atencion.clientes@MSAafety.com.
- Outside the U.S., Canada, Mexico, or U.S. Territories – 724-776-8626 or by email at: LAMZone@MSAafety.com.

Best regards,

Charles J. Seibel, Jr.
Manager of Product Safety

Enclosure
PS13010-04



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1000 Cranberry Woods Drive
Cranberry Township, PA 16066
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Swagelok® QC4 DESO Quick Connect Stem **Order & Return Form**

Ordering Replacement Quick Connect Stems – Please complete this form (include physical address, please no P.O. box) and e-mail it to MSA as follows:

- Users within the U.S., Canada, or U.S. Territories – customer.service@MSAafety.com.
- Users in Mexico – atencion.clientes@MSAafety.com.
- Users outside the U.S., Canada, Mexico, or U.S. Territories – LAMZone@MSAafety.com.

Total quantity of replacement Swagelok
QC4 DESO Quick Connect Stems needed: _____

Company: _____

Address: _____

Contact Name: _____

Email: _____

Phone: _____ Date: _____