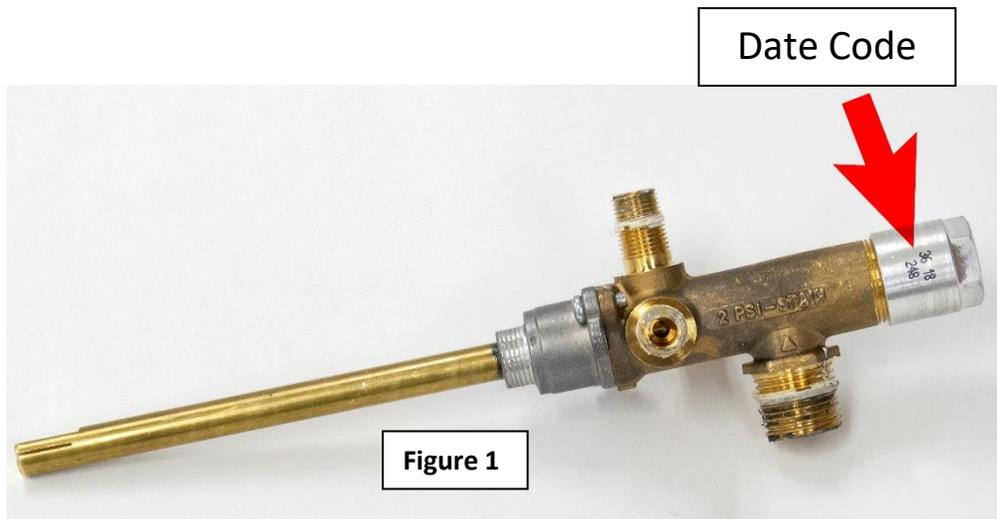


Technical Service Bulletin SV-27 Valve Safety Concerns

By Samir Barudi, Senior Managing Director



Copreci, the manufacturer of the SV-27 valve (shown in Figure 1) has alerted RH Peterson (RHP) to the possibility that a few propane manual valves could leak. The suspect valves were used on the following manually operated propane Real Fyre and Fyreside vent-free products shipped from RHP from September 19, 2018 through January 17, 2019:

<i>Real Fyre</i>			<i>Fyreside</i>		
G9	G10	G18	71-VF9	73-VF9	74-VF9
G9-20/24/30P	G10-16/18P	G18-16/18P	71-VF9P	73-VF9P	74-VF9P
	G10-24/30P	G18-24/30P			
	G10-16/18P-SS				
	G10-24/30P-SS				

Even though RHP leak tests every unit at the factory, the nature of the potential leak could show up after shipping, handling and usage. Accordingly -- and out of an abundance of caution -- make sure you check every product that may have the suspect valve. These valves have a **date code of 36-18 stamped on them** at the location shown in Figure 1 (also see Figure 2 for the location of the valve on a G9 burner). We have identified the shipments that may have those valves that you (one of only a few customers) received from us; the suspect valves were used in the products summarized in the chart above and a list of your orders is attached.



Figure 2

As a general approach we see three scenarios (we would like to get all the products with the suspect valves back):

A- Products that are still in your inventory:

Please open all the boxes and check the date code. Any burner with the suspect code (36-18) on the valve will be replaced at no cost to you. Please file a claim and an RMA will be issued so that you can return the product to us. You may file a claim for credit or replacement product.

B- Products that you have shipped but have not yet been installed:

Please ask the dealers or installers to do the same as requested in A. Please file an RMA for them and we will ship the product to you, or to them, or provide you with a credit to give them.

C- Products that are already installed:

Please advise your dealers to call all their customers (end users) that may have a unit with the suspect valve. Let them know about the situation and ask them to turn the gas supply to the product off (suggested language is provided in addendum 1 at the end of this bulletin). Once you have a count of how many of each suspect product you or your dealers may have that are already installed, let us know. We will then send you (or your dealer per your instructions) replacement product. Finally, we will send you a special RMA number that ends with a couple of letters to be used for all items returned to us for this issue (no need for separate RMA for each unit, and they don't have to be sent all at once). A technician should then arrange to go to that address with the replacement product and check the installed product for the date code. If the unit has the suspect valve, replace the burner and ship us the old burner in the box the new burner was

shipped in and make sure the RMA # is clearly shown on the box. If the installed unit does not have the suspect valve, please have the new replacement burner that was sent, shipped back to us with the RMA number written on the box. Of course, we will cover the cost of shipping both ways and for the labor to do the work. If you or your dealers have any of the new products left over and want to keep them, we will bill you for them and issue credit for the labor. After all this is done (or after a few are done – whatever is easier for you) submit a claim with serial numbers so that we can reimburse you for your expenses.

Please keep me apprised of the disposition of the valves and do not hesitate to contact me with any questions or concerns (sbarudi@rhpeter.com, 626/369-5085 x198)

Thank you for your assistance and we regret the necessity of this action.

Addendum 1 – Suggested Homeowner Language

Hello, my name is _____ and I'm calling from _____ regarding the Real Fyre gas log set you recently purchased from us. Our records indicate your gas log burner may be part of a small set of products the manufacturer has informed us may have a leak in the valve. Although there have been no field reports of gas leakage, please cease using the gas log set and turn off the gas supply to the gas log set. We will be in touch with you shortly to schedule an inspection of your gas log burner and -- if necessary -- repair or replace it at no cost to you. We regret the inconvenience of this necessary action. Thank you for your cooperation.