

URGENT - CAPACITOR SAFETY RECALL NOTICE

FOR RE-ISSUE TO END USERS – 14th DECEMBER 2011

Dear Resident,

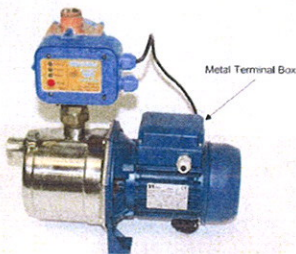
We need to bring to your attention, once again, a product recall which was issued in 2008 and 2009.

According to our files, we have no record of a response from your address to our previous notices and ask you to contact us by Phone / SMS on 087 093 89 18 or by email to capacitor@rvr.ie.

This recall relates to a fault which may develop in capacitors used in certain pumps manufactured by Sixteam srl. These products were sold in Ireland between May 2005 and February 2007.

The fault is not apparent during testing but may appear after some months of use. The fault can appear as capacitors running hot, deformation of the capacitor case, or in certain circumstances, **the capacitor catching FIRE.**

The incidence of capacitors catching fire is extremely low, but because of the risk attached to fire, this issue needs to be taken very seriously. As a result, we instigated a programme of safety checks as part of the previous recall.



The affected pump products may be identified as follows:

The Sixteam pump model shown to the left fitted with the metal terminal box **is not affected** by this product recall notice.



The pump shown in the bottom picture with the plastic terminal box **is affected** by this product recall notice. The model designation STX 3P or STX 080 may also appear on the pump data badge together with the name of the manufacturer 'Sixteam'

These products are not currently sold by RVR Energy Technology Limited.

If you have either of these products in your dwelling, please call / SMS our installer / user helpline on 087 093 89 18 or contact us by email at capacitor@rvr.ie

Arrangements will then be made with you to check and if necessary replace the suspect capacitor.

The problem affects only those pumps and capacitor types described in this communication. It does not affect any other products supplied by RVR Energy Technology Limited. It should also be stressed that an extremely small quantity of capacitors have failed, but because of the serious nature of the risk we have taken a highly responsible approach in issuing the original Safety Notice and re-issuing this correspondence

This notice and action plan applies only to pumps supplied by us. We are not responsible for capacitors which have been installed into the pumps by others or for overheating of pumps caused by lack of ventilation, voltage variations or incorrect installation practices.



Contractor / user helpline:
087 093 89 18
capacitor@rvr.ie