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20/1/2016

Quality Issue / Replacement Scheme

Dear Customer

I write to inform you of a recent issue that has been brought to our attention with regards to three of our 6l foam extinguishers which have not worked to full capacity when activated. The extinguishers remain perfectly safe to handle and there is no danger in operating them as you would do normally.

These extinguishers have been returned to us and we have conducted an extensive series of tests and analysis at our factories in China and Rotherham in the UK to try to understand the cause of the problem. Other similar extinguishers produced as part of the same batches of products have worked correctly.

Our initial investigations have proved to be inconclusive. We have however identified a possible link to a short period of time when our stated procedures in dealing with external suppliers were breached which ties in with the production dates of the two batches containing these extinguishers.

A total of 1000 pieces have been produced in the two batches and the batch numbers involved are as follows:-

JSP08/2014	004	2 reported.
JSP08/2014	005	1 reported.

Although the problem has been reported in just three extinguishers and there is no danger to the user, as a precaution, our advice is that you take any 6l foams that are from these batches out of service.

We also respectfully ask that you notify us in writing by letter or by e mail (Mike.Ditanna@jewelsaffire.co.uk) within 14 days of the date of this letter to confirm receipt of the letter. If no written reply is received during this period then Jewel Saffire Products Ltd cannot be held responsible for any further action. We believe that these products were most likely despatched between the dates 9th October and 4th November 2014.

If you then contact Mike Ditanna or Anne Stuart to advise what quantities you have received / installed products with these batch numbers, we will then arrange to send to you replacement product to swap out. Products removed from service do not need to be returned to us.

We would like to apologise to you and your customers for any inconvenience that this may cause but hope that you will agree that under the circumstances we have taken what we believe to be the most appropriate and correct course of action as a responsible manufacturer and we would like to thank you for your continuing support on this product line and others in the future.

Yours Sincerely
Mike Ditanna
Sales Director



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