



FAQ
116 Diaphragm Plate Product Notice
September 6, 2017

Why is there a Product Notice on the 116 Diaphragm Plate?

Kimray is issuing an internal product notice on the 116 Diaphragm Plate because 1,190 quantity missed the final plating process.

What products are affected?

24 product codes sold between August 16, 2017 and August 31, 2017. Serial numbers 2172270327 – 2172421610. See attached full list.

How do I know if my product is affected?

If you purchased any of the products listed that contain the serial numbers 2172270327 – 2172421610 then there is potential for your product to be affected.

What could happen if I continue to use my original 116 Diaphragm Plate?

Risks are premature rusting followed by heightened difficulty in repairing the product during future, scheduled maintenance.

What do I do if I have this product?

Kimray Stores and distributors are asked to replace the product they have on hand. It is not necessary to replace product already in the field, as this is not a safety issue and the operating quality is not affected. Replaced products should be disposed of onsite and not reused.

Who do I contact for more information?

Contact Product Manager Breck Swigart for additional questions at bswigart@kimray.com.

Do I need to advise my customers to shut down their equipment while I am waiting for a new diaphragm plate? If I do not, what are the risks?

There is no need to shut down the equipment while waiting on a new diaphragm. There is no risk of damage.

When can I expect the replacements to arrive?

Replacements will begin shipping Monday, September 11, 2017.

Will Kimray reimburse me for the labor involved in replacing these products?

Yes. Email your time report (in hours) to Jenny Kennedy at jkennedy@kimray.com.

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Affected Product Code List

Item Number	Quantity Affected
ABK	25
ABN	26
ABP	124
ABR	2
ABS	7
ABU	90
ABUV	16
ABX	12
ABY	2
ACB	39
ACB125	2
ACBNL	1
ACC	23
AEF	5
AET	2
AFN	2
AGG	50
AGJ	4
AHJ	982
AHJ1	10
AHJ4	18
AHJG125	3
AHU1	2