

Important Safety Announcement
Please Read This Bulletin Carefully



Corner House
20, Parliament Street
Hamilton HM12
Bermuda

15th June 2012

Dear Customer,

**FireFoe High Temperature Automatic Fire Extinguisher – Models
HFT/S 30 to 180**

We have been made aware of important safety issues affecting our HT/HTS products. Please read this safety bulletin carefully and take the appropriate actions without delay.

Over the past years we have sold Fire Foe tubes without incident and with complete customer satisfaction. However very recently we have received reports from customers that:

1. In seven incidents tubes have over-pressurized and ruptured
2. In two incidents tubes have over-pressurized and ruptured into fragments

Dealing with these issues from the safety perspective:

1. Tubes exposed to temperatures in excess of their design parameters may over-pressurize. This may lead to a pressure-rupture which is more forceful than a fire-related activation. The brackets supplied with the tubes are designed to keep the tube attached to the fixings in all events, but over-pressurized tubes **may represent a safety hazard to operational staff working in the immediate area of an over-pressurized tube.**
2. Tubes exposed to temperatures in excess of their design parameters and rupturing into fragments **represent a real and serious risk to operational staff.**

Until we establish the cause for the change in behaviour of the tube material which is specifically designed NOT to fragment , **YOU MUST IMMEDIATELY REMOVE ALL FIRE FOE TUBES FROM SERVICE.**

If you are not the appropriate person within your organization to ensure this action is taken, please forward this bulletin to the right person. Please confirm receipt of this bulletin to admin@quick-fire.com

If you are a re-seller please ensure that you have forwarded this bulletin to any customer to whom you have sold FireFoe High Temperature tubes. Please confirm that you have done so to admin@quick-fire.com.

What should you do?

1. **Remove all Fire Foe tubes from machines after first stopping the machine and allowing it to cool down. IT IS ESSENTIAL THAT COMPARTMENTS AND TUBES ARE COMPLETELY COOL BEFORE BEGINNING THE REMOVAL PROCESS. Wear suitable protective gear during the removal process including safety glasses with side shields, gloves and impervious clothing.**
2. **Please report any abnormalities noticed in the tubes to Quickfire at admin@quick-fire.com**
3. **Store Fire Foe tubes in a cool or shaded place at ambient or room temperature and await further information from Quickfire. Under these conditions they will be completely safe.**

What are we doing?

We are urgently addressing the issues listed above with the manufacturers of the nylon material and the manufacturers of the tubing to establish why the behaviour of the material may have changed over time. We are arranging for the material from damaged tubes to be analysed and tested by the manufacturers to ascertain if the unexpected behaviour has been caused by specific external circumstances or deterioration of the original material. This will include comparison with original production control samples.

We are making every effort to carry out this work as quickly as possible. However, you will appreciate that it will take time to establish the exact reasons for the failures and to determine the action necessary to rectify the problem . This may include like for like replacement with a modified item. We currently anticipate a maximum timescale of 90 – 120 days but will keep you informed of our progress.

We have suspended selling the FireFoe High Temperature tube with immediate effect and will resume sales only when confident all tubes will operate exactly in accordance with the manufacturers' design parameters.

We sincerely apologize for the inconvenience this situation will cause you but assure you of our absolute intention to work with the manufacturers to achieve a speedy solution. We hope that you will appreciate our sole aim right now is to place your safety and the safety of your staff above all else.

Quickfire Limited