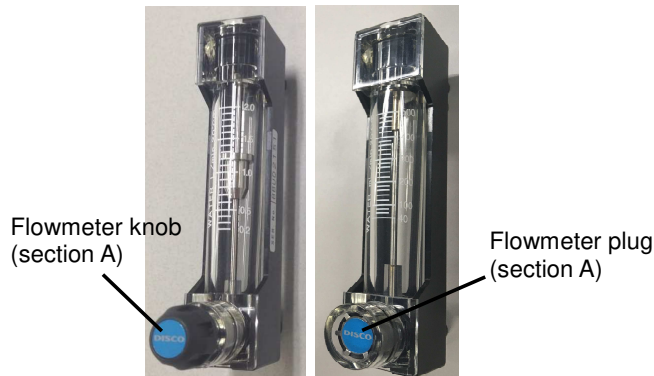


To Customers for Whom the Water Supply Pressure Exceeds the Value Indicated in the Standard Specification Sheet

A problem has occurred whereby the flowmeter knob or plug comes loose

Multiple customers have reported the problem of the flowmeter knob or plug (hereafter referred to as "section A") coming loose. As a result of searching for the cause, DISCO discovered that there is a risk of section A coming loose if water continues to be supplied at a pressure exceeding the value indicated in the standard specification sheet.



If water is being supplied at a pressure exceeding the value indicated in the standard specification sheet, please reduce the pressure to within the range immediately.

- The setting value differs for each model, but if the supply pressure exceeds 0.5 MPa, please make sure to reduce it to within the range. Check the standard specification sheet for the correct setting value.
- Depending on the supply pressure, there is a risk that the loosened section A could fly off forcefully. In the event that section A flies off and strikes someone in the eye, it could lead to loss of vision. There is also a risk of electrical shock due to discharged water.
- If parts other than the flowmeter, such as tubes or valves, cannot withstand the pressure and break, there is a risk that it could cause an unforeseen accident.
- If installation of a regulator or the like is required in order to reduce the supply pressure, please contact DISCO.

Flowmeter knob-related problems that occurred in the past

In the past, a problem occurred whereby the flowmeter knob came loose when the flowmeter knob continued to be turned forcibly. Countermeasure parts were sent, but even for flowmeters for which countermeasures were implemented, it is not possible to avoid the risk that the knob will come loose if the supply pressure exceeds the value indicated in the standard specification sheet. Thank you for your understanding.

Related documents

- tnl2015-0018e : Please Do Not Continue Forcibly Turning Flowmeter Knob to the Right
<https://www.disco.co.jp/eg/support/condition/pdf/TNL2015-0018e.pdf>
- tnl2016-0002e : Countermeasure Parts against the Problem that the Flowmeter Knob Comes Off
<https://www.disco.co.jp/eg/support/condition/pdf/TNL2016-0002e.pdf>

Inquiries

Please contact your local DISCO sales representative or DISCO service office if you have any questions regarding this matter.
