



February 9, 2017

RE: Frequently Asked Questions in regards to the February 3, 2017 Field advisory L7579 Date Code 8B16 to 1C17.

Dear Valued Customer,

Over the past few days we have received many questions in regards to the February 3, 2017 Field advisory that we would like to address in this communication.

1. Question: Does the February 3, 2017 L7579 Field Advisory affect any other RegO products?

Answer: No. Only the 1-3/4 ACME X 1-1/4 MNPT L7579 Filler Valve with the manufacture date code between 8B16 to 1C17 is affected by this advisory. This does not affect any other Filler Valves such as Underground, MultiValves and Forklift Filler Valves.

2. Question: Will L7579 filler valves covered by this Field Advisory leak in the field even when no filling or refilling process is being conducted?

Answer: No. The L7579 filler valves covered by this bulletin will remain sealed off if the valve is not undergoing the filling process.

3. Question: If the hose end valve with the 3179B adapter or similar is disconnected with no problem do I still need to leave the 3179B adapter attached to the filler valve?

Answer: No. If the valve does not leak when the hose end valve is disconnected, the adapter can be removed with the hose end valve. The adapter does not need to remain on the valve if there is no leak, however, **an adapter must ALWAYS be used when filling the tank.**

4. Question: Can the 3179B type adapter be used as a permanent repair for a leaking L7579 filler valve?

Answer: No. If the L7579 filler valve is found to be leaking through the upper check, the 3179B type adapter should remain installed on the L7579 filler valve until the filler valve can be repaired or replaced. The 3179B type adapter does not have to be left on L7579 filler valves where the upper check is not leaking.

5. Question: If there appears to be no interference with the guide in the upper body of the valve described in the field advisory does there still need to be action taken?

Answer: Yes. The action that should be taken is to use a 3179B type adapter whenever filling the L7579 filler valves covered by the advisory.

6. Question: Do I have to install 3179B type adapters on all L7579 Filler valve covered by this advisory?

Answer: No. The 3179B type adapter is designed for the filling process. If a L7579 is not leaking, the 3179B adapter **does not** have to be left on the filler valve after filling. **During the filling process the 3179B type adapter must ALWAYS be utilized.**

7. Question: Do I have to repair or replace a valve that is not leaking and is otherwise functioning normally?

Answer: No. The Field Advisory clearly states that a 3179B type adaptor must be used during every fill process. Personnel should follow their company's established filling procedures. If the filler valve does not leak when the hose end valve is disconnected, the adaptor can be safely removed with the hose end valve. The Field Advisory is not requiring any additional actions with the exception that for valves covered by the Field Advisory, use of the adapter is required during filling operations.

8. Question: If the L7579 filler valve covered by the Field Advisory is leaking can I repair the valve?

Answer: Yes. Use Repair Kit L7579-51 **ONLY** and follow instructions included with this kit.