

Field Safety Advisory

RegO Models 302, 302P, 302V, 302VP, 302V9 & 302V9LS Compact Single Stage Regulators

4/5/2023

RegO has become aware of an issue with the Compact Single Stage Regulators with model numbers 302, 302P, 302V, 302VP, 302V9 & 302V9LS with manufacturing date codes of 09/22 through 02/23 where the regulators may leak at the bonnet and body connection. Included in these date codes will be regulators marked “21/22” as well as “12/22”. In some instances, the crimped connection can leak if a small amount of force is applied to the bonnet of the regulator. **THIS COULD RESULT IN A FIRE OR EXPLOSION AND SERIOUS PERSONAL INJURY, PROPERTY DAMAGE, OR BOTH.**

Which Regulators Are Affected? The affected regulator models are numbers 302, 302P, 302V, 302VP, 302V9 & 302V9LS with manufacturing date codes of 09/22 through 02/23, including regulators marked with date codes of 21/22. The model number can be found on the bonnet of the regulator (see Figure 1) and the date code is marked on the regulator body as shown in (Figure 2).

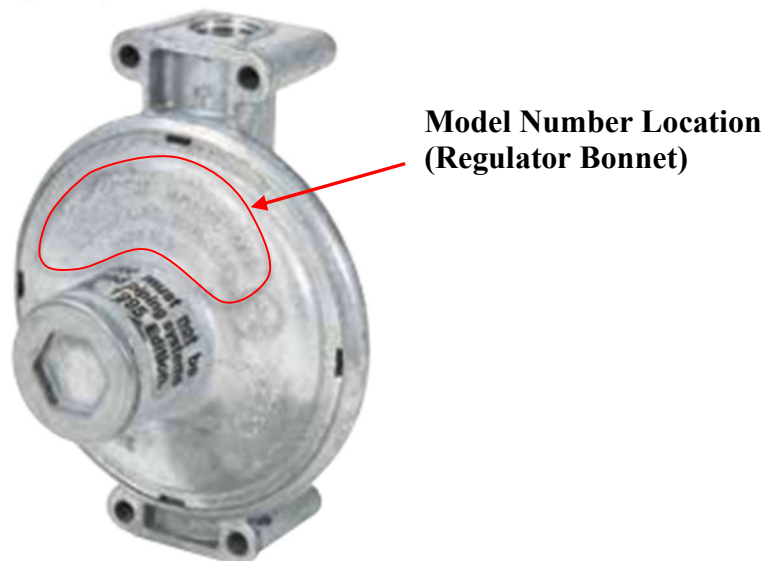


Figure 1: Regulator Bonnet with Model Location

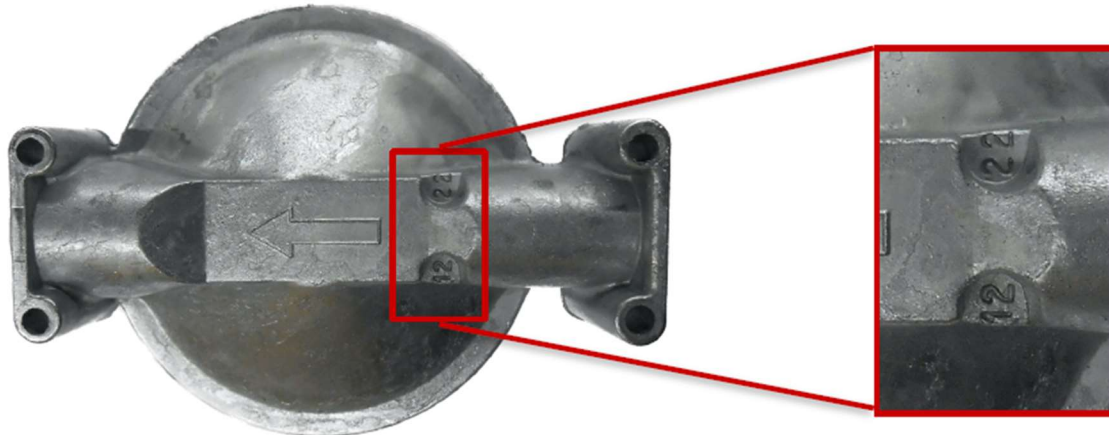


Figure 2: Regulator Manufacturing Date Code Location

What Should You Do? Shut off the propane supply at the container valve. Locate the regulator in order to inspect the model number and date code to determine whether the regulator is within the scope of this advisory (See Figures 1 & 2). If the regulator model number and date code do not match those identified above, then no further action is required. If the model number and date code match 302, 302P, 302V, 302VP, 302V9 or 302V9LS with manufacturing date codes of 09/22 through 02/23, including those marked “21/22”, then please **IMMEDIATELY DISCONTINUE USE, REMOVE THE REGULATOR FROM SERVICE AND RETURN IT TO REGO**. If the regulator has not been installed, please confirm if the model number and date code are within the scope of this advisory and return it to RegO. RegO will provide you with replacements at no additional cost to you. Corrective actions are already in process to prevent such an issue in the future.



WARNING: FAILURE TO FOLLOW THESE STEPS AND REMOVE FROM SERVICE ANY REGULATOR THAT CONTAINS A LEAKING CRIMPED CONNECTION COULD RESULT IN A FIRE OR EXPLOSION AND SERIOUS PERSONAL INJURY, PROPERTY DAMAGE, OR BOTH.

Should you have any questions, then please contact your RegO distributor or sales representative directly.

Sincerely,

Thom Hegman
Technical Advisor



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