



FOLLOW-UP SAFETY NOTICE
October 29, 2007

Clow Valve Company Urges Hydrant Lubricant and Upper Stem Replacement

*Contractors will be provided free of charge to do inspection and replacement
Clients urged to contact Clow with any questions*

In August 2006, Clow Valve Company issued an important Safety Notice alerting its clients that it will replace the lubricant and upper stem assemblies in **Medallion and F2500 hydrants with cast years of 2002, 2003, and 2004** nationwide by the end of 2008. Approximately 113,000 fire hydrants may be affected.

Since the safety notice was mailed, Clow has located more than 45,000 hydrants in more than 600 communities nationwide, and replacement of the upper stems by contractors is already underway. More than 30,000 upper stems have already been returned to Clow and catalogued.

However, Clow still has **not heard from some clients in response to the Safety Notice**. Other clients have responded to the notice, but have not yet completed replacement of the affected lubricant and upper stem.

Clow is committed to finding every hydrant that is affected by this issue and replacing every upper stem that is affected. An approved contractor can be provided free of charge to municipalities, and Clow is providing a list of approved contractors to clients. For municipalities that prefer to handle repairs internally, Clow offers a \$40 labor allowance and covers shipping costs for every stem that is returned. Clow will also provide, at no charge, the kit that contains all necessary replacement parts, utensils to remove the existing grease, and a Replacement Procedure Manual. Clow recommends replacing upper stems in conjunction with scheduled inspection and maintenance procedures as outlined in the American Water Works Association standards and Clow fire hydrant product catalogs.

Clow re-emphasizes that it will **provide, at no cost, a contractor to do the inspection and replacement**, and a replacement kit containing all needed materials and information.

Clow has confirmed that from mid 2002 to mid 2004 a manufacturer-approved grease was used to lubricate the upper stem threads that causes corrosion of the thread material. If left unimpeded the corrosion could eventually result in a hard or, in extreme cases, impossible-to-operate hydrant. This potential threat to public safety is unacceptable for a Clow product.

During its replacement of the upper stem and lubrication in hydrants to date, Clow has found hydrant stems exhibiting corrosion caused by the calcium acetate in the grease. It appears the corrosion is increasing as time passes. As a result, there is a very real danger that some hydrants will be rendered inoperable if remedial action is not taken.

Clow urges clients to discontinue using any grease that contains calcium acetate in all Clow fire hydrants or any brand of fire hydrant, including grease formerly supplied by Clow (the grease came in white squeeze tubes with blue lettering printed directly on the tube; the label could say DIAMOND FM GREASE 2EP or CLOW MEDALLION LUBRICANT). Clow's new grease is supplied in a squeeze tube labeled PETRO BLEND FG #2. Old tubes can be exchanged for new tubes at no cost; contact Clow Sales Department for details.

Clow asks their employees to consider safety the #1 priority when assembling hydrants, we ask you to do the same during these repairs. Verify that the control valve is fully shut before replacing a stem. It is our goal to provide public safety the same commitment we do employee safety. With that goal in mind we move forward in this project to ensure that the dependability and performance of our product is not jeopardized.

Visit www.clowvalve.com or call the Clow Sales Department at 800-829-2569 for more information.

Mike Vore
National Sales Manager