

## Safety Notice

<b>Affected devices</b>
Reverse osmosis units, type - HP xxx D/L/H with/without hot disinfection device loop - HP xxx D/P/H with/without hot disinfection device loop - HP xxx D with hot disinfection device loop - HP xxx D/P with hot disinfection device loop  Built between 2000 and 2017
<b>Problem description</b>
There was one issue stated, that an electrical heater on the RO frame had been overheated directly after a hot sanitization due to welded contacts inside the heater contactor, despite the fact that the contactor was correctly sized. This ignited the housing of the heater and some parts in the nearby environment.
<b>Hazard description</b>
There is a potential risk of fire for inflammable components of the unit itself and in the close environment.
<b>Advise on action to be taken by the user</b>
- No unattended hot sanitization should be provided before the heater contactors have been replaced against new contactors of the same type - All heater contactors, older than one year or with more than 200 heat sanitization cycles (whatever is reached first) should be replaced against new contactors of the same type - Future periodic change of the heater contactors every year or after 200 heat sanitization cycles (whatever is reached first)  The above actions will reduce the risk of welded contacts to the lowest possible level.
<b>Further actions</b>
To ensure maximum safety and eliminate the risk of the fire hazard which could be caused by welded contacts, we recommend to install an upgrade kit which shuts down the power supply in case of failure of the heater contactor due to welded contacts.
<b>Designated contact for further information</b>
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