

February 29<sup>th</sup>, 2024

**\*\*\*URGENT ATTENTION REQUESTED\*\*\***

**User Notice: Potential Interference for Encon Aquarion® Gravity Fed Eyewash Nozzle Assembly and Connector 2**

Encon Safety Products has identified a potential interference issue with the orientation of the Connector 2 components in some Encon Aquarion® Gravity Fed Eyewash systems. If you use or distribute the Encon Aquarion® Gravity Fed Eyewash station, please read this full user notice for instructions on how to determine if your unit is affected and the recommendations for solving a potential interference issue between the supply hose connector and the nozzle.

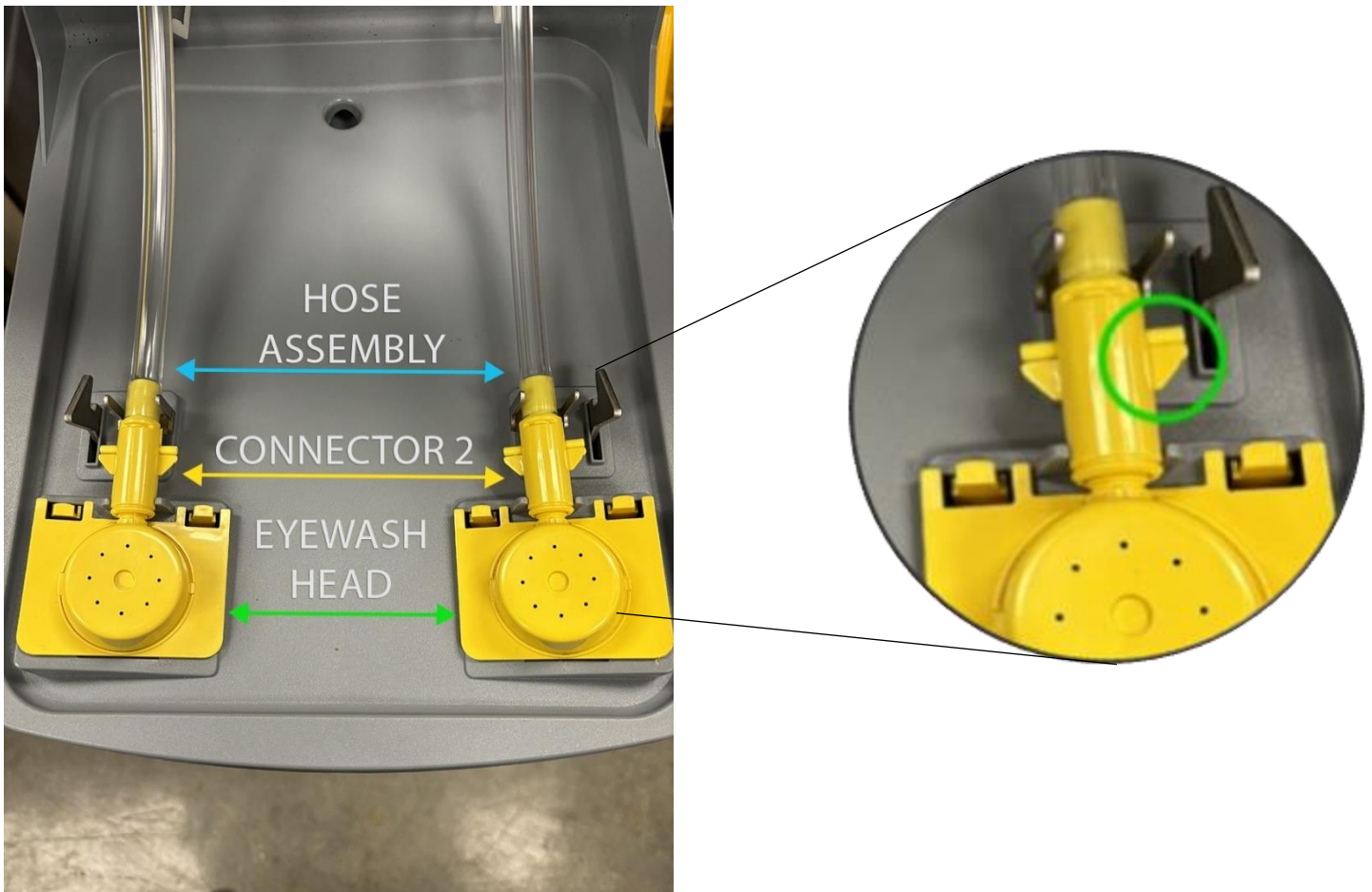
**Root Cause and Corrective Analysis:**

Our team has systematically analyzed the root cause of the interference condition, successfully identifying the contributing factor. The analysis underscores a direct relationship between the interference and the orientation of the Connector 2 components and the eyewash nozzles.

**Verification and Corrective Steps:**

At this time, to ensure the safety and operational functionality of your Aquarion® Gravity Fed Eyewash unit, please verify that the Connector 2 components are installed into the eyewash heads as pictured below. Examine the images and note the notch on the wing of the Connector 2 for the optimal orientation.

**Aquarion Gravity Fed Eyewash System (Optimal Connector Orientation)**



**Optimal Connector 2 Orientation:**



**Interfered Connector 2 Orientation:**



**Recommended Action for Affected Units:**

If you determine your Encon Aquarion<sup>®</sup> Gravity Fed Eyewash to be affected by this potential interference, we strongly advise the following steps:

1. Disconnect the hose assembly from the eyewash head.
2. Remove Connector 2 from the hose assembly.
3. Rotate Connector 2 by 180 degrees.
4. Reattach Connector 2 to the hose assembly.
5. Reconnect the hose assembly to the eyewash head.

This corrective action is intended to rectify the identified interference condition.

**Notice to Distributors:**

We request all distributors to promptly communicate this user notice to their customers who have purchased the Encon Aquarion<sup>®</sup> Gravity Fed Eyewash. Distributors play a crucial role in making end-users aware of this potential interference.

For further assistance or inquiries, please contact our Customer Service team at [customerservice@enconsafety.com](mailto:customerservice@enconsafety.com) or call 1-800-283-6266.

We sincerely appreciate your cooperation in ensuring the continued safety of Encon Aquarion<sup>®</sup> Gravity Fed Eyewash users.

Encon Safety Products