

## Quality Notification – Return Requested

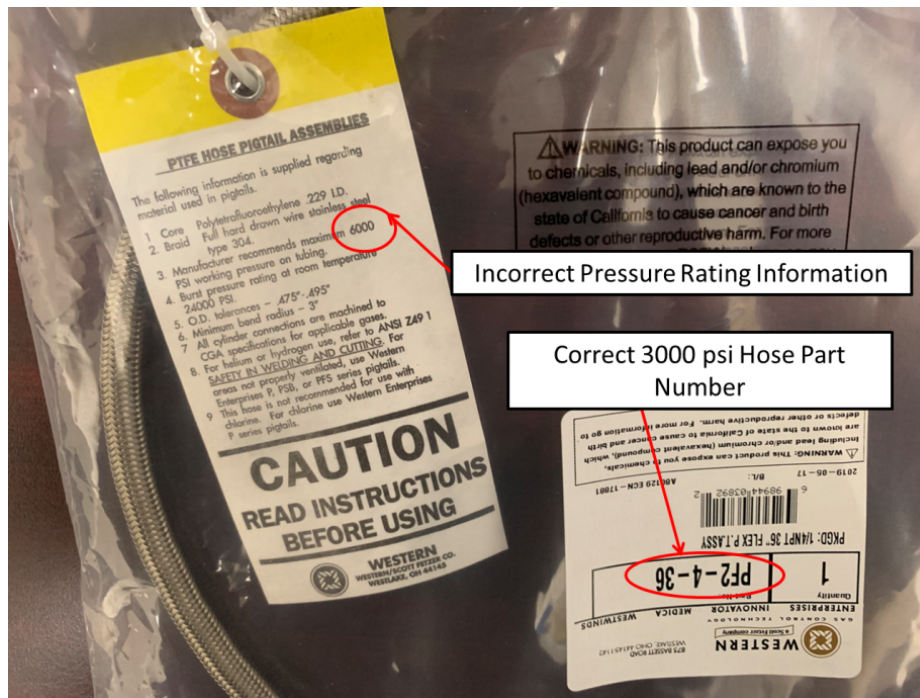
Western’s PF-4-XX and PF2-4-XX families of PTFE-lined flexible hoses with NPT fittings are rated for 3000 psi working pressure and the information tag attached to the hose should reflect this 3000 psi rating. Specifically, these families include the following Western part numbers: PF2-4-18, PF2-4-24, PF2-4-36, PF2-4-48, PF-4-18, PF-4-24, PF-4-36, and PF-4-48.

Western has become aware that the information tag on PF-4-XX and PF2-4-XX hose assemblies shipped/invoiced between May 1<sup>st</sup> and June 7<sup>th</sup> 2019 incorrectly indicates a 6000 psi working pressure. Referring to the image below, the hoses are labeled with the correct Western 3000 psi hose part number, but the printing on the information tag incorrectly indicates a 6000 psi working pressure.

Consistent with accepted industry standard, the PF-4-XX and PF2-4-XX hoses are designed and tested well beyond their 3000 psi pressure rating to provide an appropriate safety margin. Based on lab testing results, Western does not expect that using the PF-4-XX and PF2-4-XX hoses at 6000 psi is likely to cause product failure. Using these hoses at 6000 psi will result in a lower than designed safety margin and potentially shorter product life.

Therefore, in an abundance of caution, Western requests that our direct customers and their end customers return any PF-4-XX and PF2-4-XX PTFE-lined flexible hoses received/invoiced between May 1<sup>st</sup> and June 7<sup>th</sup> 2019. Western will re-tag and return the corrected units within 24 hours or if you prefer, Western will provide corrected tags so that you may replace the incorrect tags.

### **3000 psi Hose with Incorrect 6000 psi Information**



**Please contact Lou Verardi, Western Customer Service Manager ([LVerardi@WesternEnterprises.com](mailto:LVerardi@WesternEnterprises.com), 440-872-6414, or toll free at 800-783-7890 extension 6414) to receive a Return Authorization number and coordinate the return of the product or to receive corrected tags.**