



Rola-Chem Peristaltic Pumps – Advisory Letter - May 4, 2012

This Advisory is for customers who have purchased one or more Rola-Chem Peristaltic Pumps without a chemical controller. Rola-Chem recently received a more-than-10-year-old failed pump with a compromised timer knob. This appears to have caused the pump to operate in a continuous mode. Our tests have confirmed that excessive corrosion in the potentiometer is the likely cause of the problem. Because this could affect other older Rola-Chem Peristaltic Pumps, we have issued this advisory letter.

Corrective action: Rola-Chem recommends that the Timer/Pot Assembly be replaced after five years of use. **Rola-Chem will make available a new Timer/Pot Assembly at no charge for field replacement on any unit that has been in use for five or more years.** For an immediate remedy, Rola-Chem recommends reducing the amount of chemicals hooked up the feeder to the minimum necessary.

If you believe that your Rola-Chem Peristaltic Pump may be eligible for this free replacement part, please contact Rola-Chem at (800) 549-4473 and provide the pump's Serial Number and voltage. Rola-Chem will send you a new Timer/Pot Assembly. If the second digit in your Rola-Chem pump serial number uses the letter A through L, it is likely that your pump is more than five years old.

A five-minute instructional video demonstration of how to replace the Timer/Pot assembly is available at <http://www.youtube.com/watch?v=pstQy-ec1xY> and additional information about our pumps is available at www.rola-chem.com.

For Rola-Chem pumps being controlled by a Chemical Controller and not utilizing the timer function, this situation does not apply.

Please also keep in mind the following general safety practices:

- The simplest and most important thing you can do to ensure safety of pool chemicals is to make sure you do not have excessive amounts of chemical available to any feeder.
- Make sure you are maintaining your Rola-Chem Peristaltic Pump in working order as outlined in your Rola-Chem manual.
- Consider adding a Rola-Chem Controller to your feeder for added safety in monitoring and dispensing pool chemicals.

Please call us at (800) 549-4473 or e-mail us at info@rola-chem.com if you have any questions.