

Subject: PROTECTOR FLAME SAFETY LAMP SERVICE UPDATE 2 - 18 MARCH 2009

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FOLLOWING EMAIL 1 WE HAVE LOOKED AT OUTSTANDING ORDERS.
THERE ARE CURRENTLY A LARGE NUMBER OF ORDERS FOR MIDDLES COMPLETE WHICH INCLUDES THE GLASS PLATE; GREHJRS. THE LIKELIHOOD IS THAT MOST OF THESE ORDERS RESULT FROM DAMAGED OR LOOSE STANDARD WIRES.

AS PART OF THE EDUCATION PROCESS ON PARTS WE WILL ISSUE MIDDLES WITHOUT GLASS PLATES; GREH. THE GLASS PLATES WILL FOLLOW IN THE NEXT 2/3 WEEKS.

IT IS RARE FOR A GLASS PLATE NOT TO BE SERVICEABLE.

THE INVOICING WILL ALLOW FOR THE PART ORDER BEING SHIPPED.

WE EXPECT OVER TIME THIS WILL REDUCE THE NUMBER OF GLASS PLATES BEING ORDERED, WHICH SHOULD REDUCE YOUR COSTS, WHILE MAINTAINING YOUR LAMPS IN GOOD ORDER.

PLEASE NOTE THAT WE HAVE MARGINALLY REDUCED THE OUTSIDE DIAMETER OF THE NUT, THIS IS WITHIN DRAWING TOLERANCE.

THE REASON FOR THIS IS THAT WE HAVE NOTICED ON MANY USED NUTS THEY ARE DENTED ON THE OUTERFACE OF THE DIAMETER. THIS CAUSES THEM TO GROW IN THICKNESS AROUND THE EDGE WHICH IN TURN STOPS THEM SEATING CLEANLY AGAINST THE VESSEL.

PLEASE WOULD YOU AND YOUR STAFF LOOK AT THE MIDDLES AS THEY ARRIVE AND NOTE THAT THE TOPS OF THE STANDARD WIRES ARE AN EVEN MUSHROOM SHAPE AS THEY ARE MACHINE RIVETED.

IF YOU COME ACROSS STANDARD WIRE HEADS DIFFERENT FROM THIS IT IS LIKELY THAT AN ATTEMPT HAS BEEN MADE TO RE- RIVET WITH A CENTRE PUNCH. THESE SHOULD BE REJECTED. WE WILL TRY AND PRODUCE PHOTOGRAPHS OF THIS BUT THE SCALE MAY BE DIFFICULT TO REPRODUCE.

THIS IS AN ONGOING COMMUNICATION PROCESS DESIGNED TO IMPROVE LAMP ROOM MAINTENANCE AND BUILD UP A MANUAL FOR TRAINING.

YOUR COMMENTS WOULD BE APPRECIATED.

IF YOU FEEL OTHERS SHOULD BE ADDED TO THIS LIST PLEASE CONFIRM THEIR DETAILS.

PLEASE CONFIRM YOU HAVE RECEIVED THIS EMAIL AND THE ACTION YOU HAVE TAKEN.

REGARDS DAVID MATHER
PROTECTOR