



## ASAHI/AMERICA, INC.

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June 29, 2023

Asahi/America  
655 Andover St  
Lawrence, MA 01843

### **URGENT: Lever- and Gear-operated Pool-Pro™ and Type-57P Butterfly Valve Manufacturing Issue Notification**

Dear Valued Customer,

We are notifying all customers who have purchased Pool-Pro™ or Type-57P Butterfly Valves manufactured by Asahi/America, Inc. before the date of June 26, 2023.

We have recently become aware that during the assembly process for some of these valves, the stem may have been improperly installed and were not detected in final QC inspection. In some cases, the stem was installed into the disc incorrectly whereby the open/close indicator on the stem was incorrectly aligned to the relative position of the disc within the body of the valve, i.e. rotated 90 degrees that would result in improper indication to the position of the disc.

In no way is the operation of the valve affected by the positioning of the stem; the valves will operate as designed and intended. The valves will perform to our pressure/temperature tables in O&M manuals. Upon installation, valve handles need to be installed in the field showing proper orientation to the disc. Gear operators are factory installed and the yellow visual indicator vs. disc orientation should be checked prior to installation (See photo below). It is when (if) the handle, gearbox or actuators are removed from the body after installation whereby the indicator marks on the stem may be false. When the valve is closed, the handle will be perpendicular to pipe line. When the valve is open, the handle will be in-line with the pipe line.

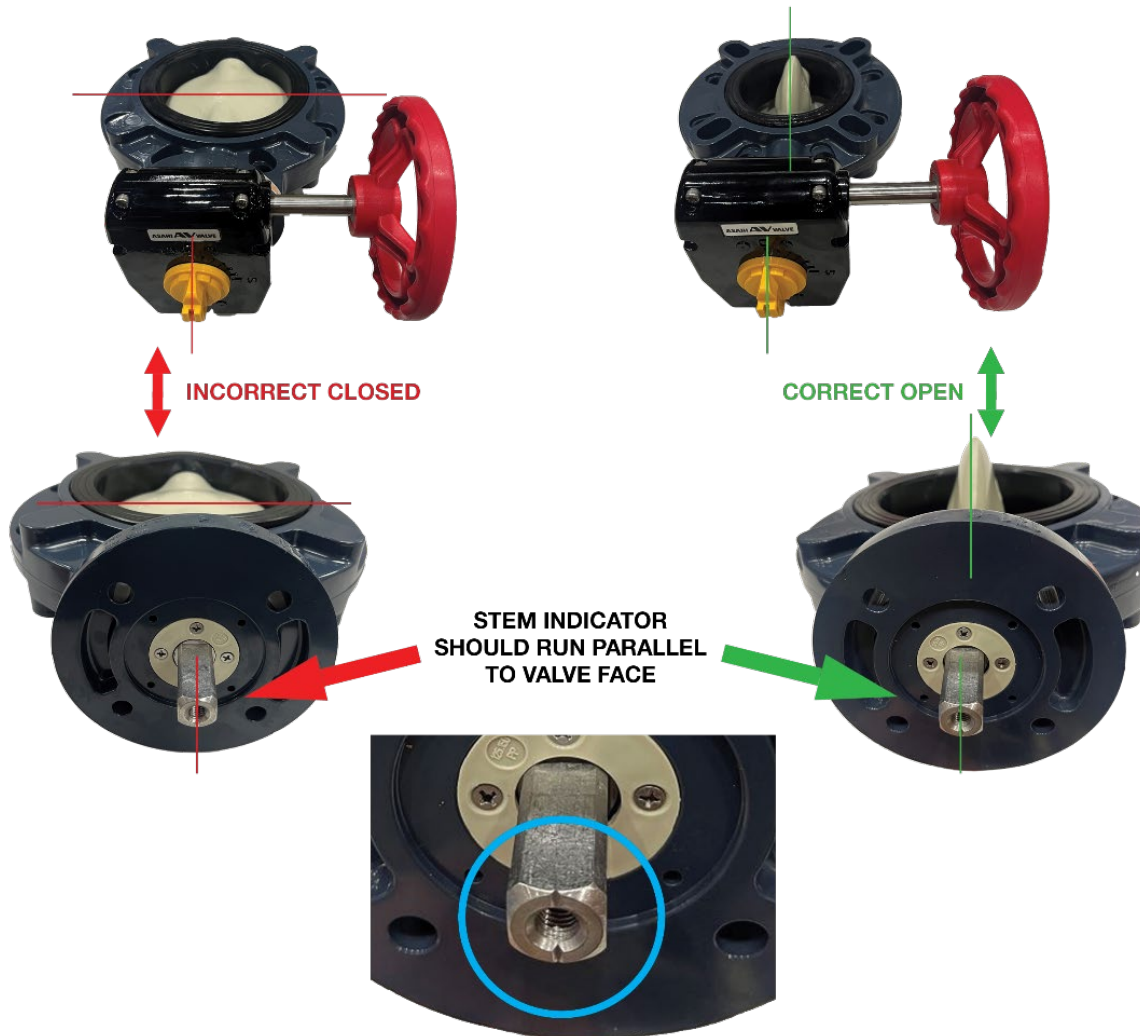
Asahi/America is prepared to provide any and all technical support to determine the status and remedy the corrective action of inventory with distribution. We will also work with customers who may have an installed base of these products. Asahi will endeavor to work with our customers to remedy any mistake in indication. Please contact the factory or your District Sales Manager with any and all questions or concerns.

Asahi/America, Inc.

To quickly and easily identify, use the following methods:

- Lever: Inspect valve by removing the Lever, if necessary, and then match the disc position with the line indicator on the stem of the valve
- Gear: Inspect the gear operator indicator to match the disc position  
(Please see pictures below for your reference)

**DO NOT DISASSEMBLE VALVE**



For assistance in determining disc orientation with stem, contact your District Sales Manager.  
Please contact Asahi/America, Inc. at 800-343-3618 for any corrective actions required.