



Lubecore Communication

Subject: Fitting Problem 21.113, 21.114, 21.229 and 21.230

Date: August 28, 2013

Dear Customer:

We have found that one of our suppliers has not been supplying our range of 8mm steel compression tube fittings: 21.113, 21.114, 21.229, 21.230 with the olive (ferrule) set properly. This has resulted in a few reported failures in the field. To immediately correct this issue, Lubecore will be addressing the concern with our supplier as well as checking all of our current inventory to ensure all product being shipped out is set in the fitting in the proper position.

To avoid a potential failure with your installation, please follow the instructions below:

1. For those whose shipment is in transit or who have not installed a pump system you have in stock – Take the nut off steel compression fitting and ensure that the olive is set in the fitting properly – see image below.
2. Before reassembling the fitting, we recommend that you lubricate the thread on the olive side – this will allow the compression to be completed with less effort.
3. Insert your tubing through the fitting and olive.
4. Use two wrenches to tighten the fitting until the olive is properly set.

We apologize for the inconvenience of adding the extra step of checking the positioning of the olive during your installation but we consider doing this and following the remaining installation instructions of this part of the system to be a small cost to ensure a trouble free installation.

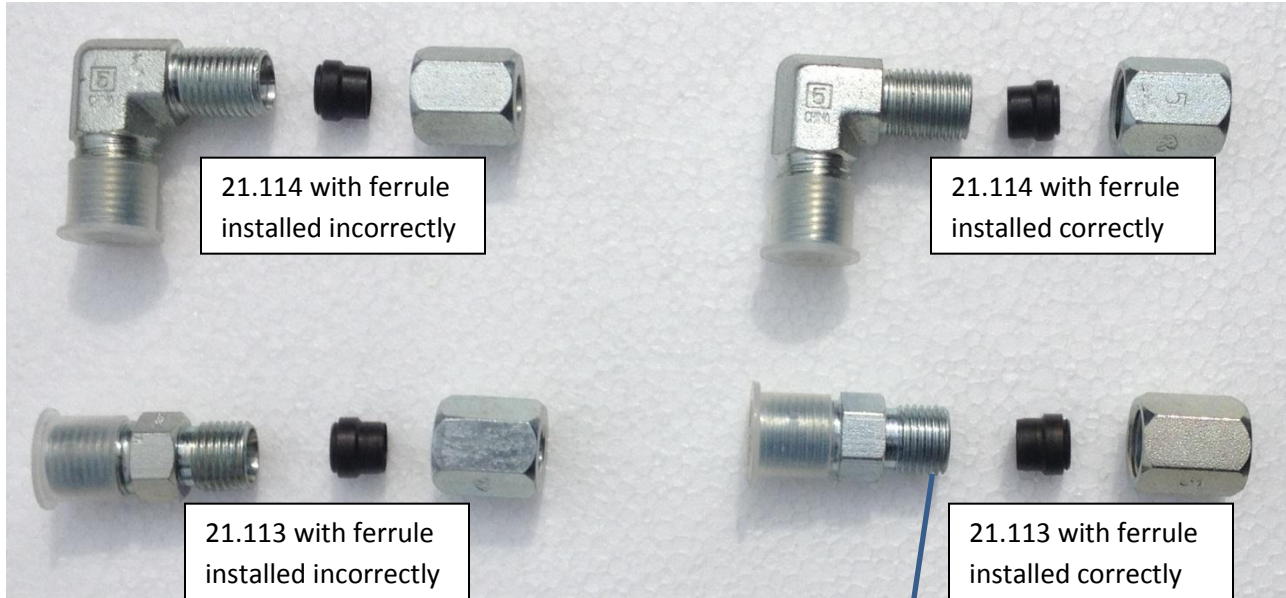
If you have any questions or concerns, please do not hesitate to contact your Lubecore representative.

Thank you for your continued support.

Erle Sowden
General Manager



Picture of fittings showing proper and improper direction of ferrule before installation.



Lubricate this thread before re-assembling.
This will allow the compression to be
completed with less effort.