



June 17, 1977

IMPORTANT PLEASE READ

We have sent you a recall notice covering Model Mark VII (#107) and Pilot Mark VII (#127) regulators sold or repaired after August 25, 1976.

If our records indicate that since August 25, 1976 you have been sent potentially defective 'o'rings (Part No. 107-9) or other products which may contain potentially defective 'o'rings, a listing of the items sent to you is attached and an appropriate quantity of new 'o'rings (Part No. 107-109) is enclosed. If our records indicate that you have been sent none of the potentially defective 'o'rings (Part No. 107-9) or other products which may contain potentially defective 'o'rings, we have indicated none on the attached page. Where none is indicated, we have enclosed 25 new 'o'rings (Part No. 107-109) so that you may service regulators that are brought to you.

We are enclosing a new repair and test procedure for servicing of the audio portion of Mark VII regulators and replacement of potentially defective 'o'rings (Part No. 107-9).

We are enclosing a copy of the letter that we have sent to the approximately 24,000 consumers who purchased Mark VII (#107) and Pilot Mark VII (#127) regulators prior to August 25, 1976.

Here is what we would like you to do:

- (1) Destroy all of the 'o'rings (Part No. 107-9) which you have or obtain from customers.
- (2) Notify customers who may have received any of the potentially defective 'o'rings of the problems associated with them. Further, instruct these customers to bring the 'o'rings or the product in which the 'o'rings were used to you so you can replace them free of charge.

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- (3) Please keep records of the regulators you repair (retrofit with new 'o'rings, Part No. 107-109). This will allow us to issue credit for the repairs and to comply with the requirements of the Consumer Product Safety Commission. We will issue a credit of \$1.50 for each Mark VII (#107) or Pilot Mark VII (#127) that is repaired (retrofitted with new 'o'ring, Part No. 107-109) by you. This credit will only apply in the following situations:
- a. The regulator must have been purchased after August 25, 1976, or
 - b. have been repaired by your repair department after August 25, 1976, using potentially defective 'o'rings (#107-9), and
 - c. a SCUBAPRO Warranty Repair Form must be completed and submitted to us with the following data on it, for each regulator:
 - 1. Date of repair (retrofit)
 - 2. Model Number
 - 3. Serial Number
 - 4. Reason, i.e. New (Purchase Date) or repaired on (Date)
 - 5. You must write on the form "I have completed Steps 1-8 of the Repair & Test Instructions" then sign your name.

Thank you for your help.

Very truly yours,

S C U B A P R O

Dick Bonin

Dick Bonin
President

DB:rp

May 10, 1977

REPAIR AND TEST PROCEDURE
FOR THE AUDIO PORTION OF MARK VII (107 & 127) REGULATORS
WITH DEFECTIVE 107-9 O-RING

Step 1 - Remove high-pressure hose or plug from the high-pressure port. Using Scubapro tool #193, remove Retainer, Part #107-5 (turn counter-clockwise).

Step 2 - Using needle-nose pliers, remove Spring, Part #107-7 and Oscillator Assembly, Part #107-8.

Step 3 - Remove and discard the large O-ring, Part #107-9, on the outside diameter of the oscillator assembly.

Step 4 - Using a clean lint-free cloth, wipe all silicone grease and foreign material from the oscillator port, the O-ring groove, and the exterior surface of the Oscillator Assembly, Part #107-8. Check the small hole through the center of the Oscillator Assembly, Part #107-8, to be sure it is absolutely clear.

* Step 5 - Apply Silicone Grease, #494, to the new O-ring, Part #107-109, work well into the surface, and install the new O-ring on the Oscillator Assembly, Part #107-8. Coat the oscillator port walls and exterior surface of oscillator with a light coating of silicone grease, #494.

Step 6 - Reinstall Oscillator Assembly, Part #107-8 (O-ring end first), Spring, Part #107-7, and Retainer, Part #107-5. Tighten retainer using Scubapro tool #193.

**Step 7 - Conduct flow test as follows: Using a small storage cylinder with a capacity of between 4 cu.ft. and 6 cu.ft., pressurize to 2000 PSI. Attach the first stage with a second stage regulator to the storage cylinder. Open the cylinder valve (fully open) and depress the purge button to achieve maximum flow rate through the second stage regulator. While purging the unit from a tank pressure of 2000 PSI to 0 PSI, listen for any abrupt audible changes in the flow rate of the regulator. If no change in flow rate is present, proceed to Step 8. If an abrupt audible change is detected, return to Step 1 in the Repair Procedure and replace the O-ring which may have been damaged during assembly procedure.

Step 8 - Using the same size small storage cylinder, as in Step 7, pressurized to 1000 PSI, breathe the regulator down to 0 PSI observing the pressure at which the audio signal is first heard. This should occur before the cylinder tank pressure has reached 250 PSI. If the audio signal is heard at below 250 PSI, the following steps should be taken:

A. Repeat Step 1, remove the Spring, Part #107-7.

B. Replace the Spring, Part #107-7 with a new Part #107-7 Spring and reassemble, as in Step 6.

C. Repeat tests in Steps 7 and 8.

- D. If this fails to correct the problem, the Part #107-11 Spring must be replaced with a new Spring, Part #107-11. This spring may be removed by repeating Steps 1 and 2 then use a screwdriver to unscrew the Stem Retainer, Part #107-14 (turn counter-clockwise). Turn the regulator over so that the stem retainer port is facing towards the work bench, looking down through large oscillator port, push down on end of Stem, Part #107-13, located on the extreme lower edge of the oscillator assembly port, with a non-metallic article such as a 6" Q-tip. Make sure the Part #107-12 Spring Pad and the Part #102-5 O-Ring are removed from stem retainer port. Place a new Spring, Part #107-11 onto the Stem, Part #107-13. Place Spring Pad, Part #107-12 on top of the Spring, Part #107-11. Lubricate the O-ring, Part #102-5 with a liberal amount of silicone grease, #494, slip the O-ring over the end of the Stem, Part #107-13 and on top of the Spring Pad, Part #107-12. Insert this assembly as a unit into the stem retainer port, O-ring end first. CAUTION: If the assembly hangs up when inserting parts, work in with a slight pressure until parts are seated in the port. Re-install Stem Retainer, Part #107-14. Repeat Step 6. Repeat tests in Steps 7 and 8.
- E. If these steps do not correct the problem, return the regulator with an explanation of the problem to the Scubapro Repair Department where it will be repaired.

* The new Part #107-109 O-ring can be identified by a white color on one side of the O-ring.

** A larger capacity air storage cylinder may be utilized for the tests, but it will increase the time required to conduct them.