

Customer Product Safety & Corrective Action Notice

IMMEDIATE ACTION REQUIRED - Safety Precaution and Update for E4 Dispensers

Dear E4 Dispenser User

We are writing to make you aware of a fault affecting a small number of 230V E4 water dispensers.

What has happened

A very small number of E4 units have been reported with overheating issues linked to a defective compressor starter relay, a part supplied by one of our subcontracted manufacturers.

In most cases, the fault has caused overheating of the internal component; in a very small number of cases, smoke or contained electrical ignition has been reported.

Fewer than 0.7% of E4 dispensers worldwide have been reported with this issue.

Although the number of cases is limited, your safety is our top priority.

Borg & Overström is holding the supplier fully accountable for this fault and is working closely with your distributor to deliver a swift and permanent resolution. In the meantime, we want to provide clear advice to help keep you safe until the corrective action is completed.

Immediate Safety Guidance

- E4 dispensers should be immediately switched off and not used until your distributor has implemented an interim dispensing solution, namely, to disable the compressor in your E4 unit.
- Your distributor will be able to inform you as to when that solution can be implemented, but it should be possible to implement it swiftly.
- You should not use your E4 dispenser until that interim solution has been implemented.
- In the event that you decide not to follow the above instructions (which we do not advise), you should, in any event, ensure that your E4 dispenser is switched off whenever the building is unattended (e.g. overnight or at weekends).
- The quality of the water dispensed will not be affected by the implementation of this interim solution, as this is solely an electrical component issue.

Next Steps

Following the implementation of the interim solution above, your distributor will be in touch to arrange an update to your dispenser using an improved component that resolves the fault permanently. Until then, please continue to follow the safety guidance above.

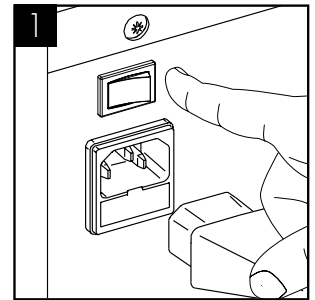
We sincerely apologise for any inconvenience this may cause. We are committed to resolving the issue promptly and safely, and we appreciate your understanding and cooperation.

For further information, please contact your Borg & Overström distributor, who will be able to assist you directly.

Sincerely,

Borg & Overström

Switch off power to E4 dispenser



Turn off the power switch located on the back of the dispenser.