

Distributor Product Safety & Corrective Action Notice

IMMEDIATE ACTION REQUIRED - Faulty Compressor Starter Relay

We are writing to inform you of an important safety matter affecting a subcontracted component within certain 230V E4 water dispensers.

A very small number of units have been reported with overheating issues linked to a defective **compressor starter relay**, a part supplied by one of our subcontracted manufacturers. In some cases, this failure has resulted in smoke emission and, in rare circumstances, contained electrical ignition. While the number of reported incidents is less than 0.7% of all E4 dispensers in use worldwide, we are treating this matter with the utmost seriousness.

We want to be clear: **this fault lies with a component manufactured by our subcontractor**. Borg & Overström holds them fully accountable and is working with independent experts to ensure a swift, permanent resolution. At the same time, we stand firmly alongside you and your customers to provide the support, guidance, and tools you need to manage this situation confidently.

Immediate Safety Advice

In the interest of safety, all E4 dispensers must be switched off immediately until the interim dispensing solution outlined below can be implemented.

If a user decides to keep a dispenser in use during this period (which we do not advise), this should be done at the user's discretion and with awareness of the associated risk, and such users should, in all events, switch the dispensers off when the area they are located in is unoccupied (e.g. overnight and on weekends).

Interim Dispensing Solution

To allow dispensers to be used pending the implementation of the permanent corrective action addressed below, your technician should adjust the dispensers by following the instructions in the attached document, **TI 0303.03 – E4 Model Range Compressor Immobilisation**. This explains how to bypass the compressor. Implementing this adjustment allows for the safe dispensing of both hot and ambient filtered water until permanent corrective action is taken. The quality of the filtered water dispensed will be unaffected by this adjustment, as this is solely an issue with an internal electrical component.

Permanent Corrective Action

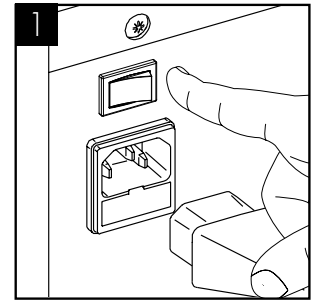
We have already commissioned the manufacture of **upgraded compressor starter relay kits** with more robust components and improved supporting connections. These will provide a complete and permanent resolution. Kits will be supplied to you for installation by your engineers in the coming weeks, and we will keep you updated on timescales.

Support and Information

- This issue affects only the E4 range already dispatched; no other models are impacted.
- For the latest information, please visit the dedicated **Compressor Relay Support Hub** online at send.borgandoverstrom.com/safety. Updates will be posted there first, ensuring you always have the most accurate and timely information.
- If you have additional questions, please email support@borgandoverstrom.com. Please note that response times may be longer than usual due to the high volume of enquiries.

We recognise the disruption this causes and greatly appreciate your cooperation and partnership. You are an essential part of the Borg & Overström network, and we will continue to stand with you while holding our subcontractor accountable to deliver a fast and effective resolution.

Switch off power to E4 dispenser



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