
Technical Bulletin

ANSUL®

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Replacement Components and Service

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Ansul Incorporated takes pride in being the producer of products which are recognized for their quality in the fire protection industry. In order to maintain that level of quality, we are sharing with you our recommendation concerning replacement components and service.

Replacement Components

It is Ansul's policy and recommendation that only genuine Ansul supplied replacement components be installed on Ansul products.

We take this position based on knowledge that it is vital that each component of an Ansul product, no matter how small, function to specifications to provide reliable operation. Ansul supplied components have been developed and tested for use in Ansul products. These replacement components also undergo inspection by Ansul's Quality Assurance Department to better ensure that they meet the proper equipment requirements, material specifications, tolerances and functions.

The use of other than genuine Ansul supplied replacement components, including those designated "like Ansul" or "Ansul style" are not approved, recommended, or tested by Ansul. Even though such substitute components may be individually listed or recognized by an independent approval agency, this does not mean that the particular component has been listed or approved for use in the Ansul product, or that it is equivalent in quality.

The independent testing laboratories' listings of products are generally given on the basis of both a test program conducted on the complete product which includes original component parts and a continuing inspection program of the manufacturer. By using non-Ansul components in Ansul products, the product may no longer maintain its listing and may not achieve the same level of performance.

The Ansul warranties **will not** cover components not supplied by Ansul. Furthermore, if any component or product malfunction is caused by components not supplied by Ansul, Ansul **will not** be responsible for any resulting damages or injuries. It should also be noted that independent testing laboratories normally do not warrant, guarantee or assume responsibility for components or products they list.

Various National Fire Protection Association standards also state that the recommendations of the fire equipment manufacturers should be followed on the use of component parts.

Service

Ansul products require proper maintenance and service to operate properly. If the products are not installed properly, are abused in service, or are not properly maintained, the product may not perform reliably. Ansul does not take any responsibility or liability for damages of any kind, or for warranty claims which are due to improper installation, maintenance or service.

Ansul requires regular training of its authorized distributors in the proper installation and service of its products. We also provide owner's manuals, product installation, operation and maintenance manuals, as well as product updates to authorized distributors for the particular Ansul products they are authorized to carry. For these reasons, we recommend that authorized Ansul distributors which are trained in and authorized for a particular product line be used for installation, service, and maintenance of Ansul products.

ANSUL is a registered trademark.