

February 20, 2025

Dear Valued Customer

ASAHI YUKIZAI CORPORATION
Valve & Piping Systems Division

Electric Z Type Defect Notice

We thank you for your generous continued support.

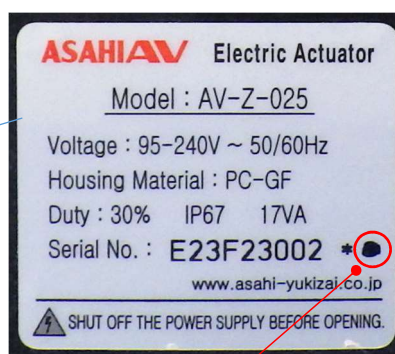
We have discovered that some of the components (micro switch cams) in the electric ball valve Z series manufactured and sold by our company have sustained damage, resulting in operational failures. As a result, we will replace the drive units of the affected products that you are using or storing with units that have been modified to address this issue, at no cost to you. We sincerely apologize for any concern and inconvenience this may cause you. We kindly ask for your understanding and cooperation regarding our response.

1. Affected Products

- 1) Product Names:
 - i) Electric Ball Valve Type 21 and 21a Z Series
 - ii) Three-Way Ball Valve Type 23 Z Series
- Specifications: All size (15-50mm), all body materials, all seal materials
- 2) Scope of Affected Products:
 - i) Products Shipment Period: From July 2021 to July 2024
 - ii) Actuator Serial No.: E21E10001 to E24D08020
(those with black dots are excluded)



Electric Ball Valve Type 21
and 21a Z Series



Items with a "black dot" ● have completed the exchange for countermeasure products.
(Not subject to collection)



Three-Way Ball Valve
Type 23 Z Series

2. Response to Affected Products

We will replace the drive units of the affected products that you are using or storing with modified units. For the affected products currently in use, we will confirm the usage conditions and discuss the timing of the replacement and the details of the replacement work, and we will implement the response promptly.

3. Customer Contact Desk

Customers who use or store the subject products should contact us at the following.

【Overseas Affiliates Contact】

Company name	TEL
ASAHI YUKIZAI CORPORATION Middle East Branch	+971-4-331-7753
Asahi Organic Chemicals Trading(shanghai) Co., Ltd.	+86-21-6278-7862
ASAHI KOREA CO.,LTD	+82-31-203-2050
ASAHI AV Europe GmbH	+49-69-7137303-0
ASAHI ASIA PACIFIC PTE. LTD.	+65-6755-8033
ASAHI AFRICA (PTY) LTD	+27-11-397-4353

*Customer Service Contact (e-mail address)

cs_electricztype@asahi-yukizai.co.jp

(Dedicated contact for CS Quality Department, Valve & Piping Systems Division)