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27th June 2022

Product Specification Alert – Lyon OBELISK TOP BEAM

Affected product codes:

- LPP0003-BEAM0.5M
- LPP0003 F
- LPP0003 FR
- LPP0003
- LPP0003 DR
- MCA0015



It has come to our attention that a limited number of Lyon TOP BEAMS have been manufactured in error using 304 grade corrosion resistant stainless steel rather than 316 marine grade corrosion resistant stainless steel that we specify.

TOP BEAMS are supplied as a component of the Lyon OBELISK quadpod and may also have been purchased separately.

Lyon Equipment Limited specify 316 marine grade corrosion resistant stainless steel rather than 304 grade corrosion resistant stainless steel as it gives superior corrosion resistance in exceptional circumstances where equipment may be subjected to long term exposure to chlorides, particularly under elevated temperature and moisture such as in hot marine climates.

304 grade corrosion resistant stainless steel is the common grade used when manufacturing robust, structural components requiring good resistance to corrosion. When used and maintained as per our issued product instructions no practical loss of performance is envisaged with a TOP BEAM made from 304 grade corrosion resistant stainless steel.

Lyon strives to provide customers with products and service to exacting standards. We apologise that on this occasion an error has occurred, and we intend to correct it with the minimum of inconvenience.

Our records indicate that the TOP BEAM product we supplied to you may be manufactured in 304 grade corrosion resistant stainless steel. We ask that you take the following actions:

- Check the unique serial number (idN) on your TOP BEAM.
 - **If the last 5 digits of the idN are 00121 to 00283 inclusive, your 0.5m TOP BEAM is affected.**
- Contact Lyon Customer Services at helpdesk@lyon.co.uk or on +44 (0)15396 26261 and provide us with:
 - the serial number (idN) of the TOP BEAM you have
 - contact details and address for delivery of a replacement TOP BEAM

After receiving your message, we will send you a replacement TOP BEAM manufactured from 316 marine grade corrosion resistant stainless steel as soon as possible.

On receipt of your replacement TOP BEAM, we will arrange a collection for returning your original TOP BEAM to us for disposal.

This Product Specification Alert applies to 0.5m TOP BEAMS only, 0.3m TOP BEAMS are unaffected.

Should you have any questions that are not covered in this message, or the frequently asked questions section below please do not hesitate to contact us directly.

We remain at your service.

Lyon Equipment Limited

FAQs

Which are the products affected by this safety information?

0.5m TOP BEAMS where the last 5 digits of the idN are 00121 to 00283 inclusive.

Do I have to stop using my product immediately?

If your TOP BEAM continues to pass a visual inspection as described in the product instruction you may continue using it until a replacement TOP BEAM is available.

Have any accidents involving a TOP BEAM occurred?

No.

How do I find my serial number (idN)?

The serial number (idN) is laser marked on the TOP BEAM; please see the images below. Compare the last 5 digits against the affected product range.



My product is affected by this information. How do I return my product?

Please contact Lyon Equipment Limited at helpdesk@lyon.co.uk, or by phone on +44 (0)15396 26261, or by post at Customer Services, Lyon Equipment Limited, Unit 3-7, Tebay Business Park, Old Tebay, Penrith, CA10 3SS, UK.

Who will pay the shipping cost for the return of the product?

Within the UK, we will cover the cost of return up to a maximum carriage value of £7.50. If the cost is more than £7.50, please let us know and we will arrange collection from your UK mainland postal address. Collections can be arranged through Lyon Customer Services. If the product can be returned for less, please do so and we will credit your account on acceptance of your claim.

If the product is outside of the UK, please contact Lyon Customer Services before arranging shipment.

How long do I have to return my product?

There is no closure date to this request for exchange. We would ask that contact is made with us as soon as you are aware your product is affected.

My product is affected by this information and has no signs of corrosion; should I return my product?

Yes. Please follow the communication and exchange procedure stated.

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