**DATE: June 26, 2018**

**SUBJECT: CONSUMER QUESTION AND ANSWERS**

**QUALITY ALERT:**

October 1, 2017 –

May 25, 2018

Oceanic Diaphragm-Style Regulators Purchased or Serviced between

**QUESTIONS AND ANSWERS:**

1. *Why is Oceanic conducting this recall?*
2. We are conducting this recall to keep our customers safe and improve our products.
3. *What is the problem with my regulator?*

A. There exists a possibility for Oceanic diaphragm style regulators listed above to significantly restrict airflow at low tank pressures (below 500 psi) due to a condition in the first stage related to an internal component (button pin; part number 8168 or 6892), posing a drowning hazard to consumers.  It is of the upmost importance that if you have a regulator model listed above that it be serviced and have the pin replaced as soon as possible.

1. *How can I tell if my regulator is affected by the recall?*

A. Please refer to the online serial number database at [www.recall.oceanicworldwide.com](http://www.recall.oceanicworldwide.com) to determine if your regulator is affected by the voluntary recall. If your regulator is listed, then it needs immediate service at your local authorized dealer or the factory. Furthermore, if you had your regulator serviced between October 1, 2017 and May 25, 2018, it is likely that your regulator is also affected by this recall and requires immediate service.

1. *How can I take advantage of the recall?*

A. Visit your local Hollis dealer for a no cost retrofit or call our toll-free number 888-270-8595 and press option #4 to speak with a Customer Care Representative. They can assist with getting your product returned to the factory for rework.

Q. *What will happen during the upgrade?*

A. Your regulator will be retrofitted with a new button pin, diaphragm and O-ring free of charge.

1. *My regulator appears to be operating okay. Can I continue to use it?*
2. No. Even though your product appears to be safe, we are asking all customers to immediately stop using the regulator and participate in the recall by returning the product to your local dealer or the factory.

1. *I no longer have the receipt for the product. Can I still return it for rework?*
2. Yes. You can still have the product reworked without a receipt.

1. *How long will it take for me to receive the repair/replacement?*
2. Please allow up to 4 weeks from the date you contacted your local dealer or the factory for your regulator to be returned. We apologize for any inconvenience and assure you we are working as quickly as possible to rework your regulator.

*Q. Will I be able to repair the product myself?*

A. No. Only factory authorized technicians can perform the installation of these parts as they do require proper torque specs and calibration of the regulator.