

Estates and Facilities Alert

Reference:

EFA/2017/004

Issued:

24 October 2017

Review Date:

24 October 2023

**Ideal Standard (Armitage Shanks) A4129AA Contour 21
Thermostatic Built In Shower valve (supplied separately
and as a part of Armitage Shanks S6960XX Doc M shower
packs): safety inspections required**



Partneriaeth
Cydwasaethau
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Shared Services
Partnership
Specialist Estates Services



Improvement



Department of
Health
An Roinn Sláinte
Máinnstríe O Poustle
www.health-ni.gov.uk

Summary

Ideal Standard has identified circumstances in which the shower can deliver water exceeding the commissioned 41°C bathing temperature. Safety inspections are required, with remedial action where necessary.

Action

This alert should be brought to the attention of all appropriate managers and staff.

All showers and Doc M compliant shower rooms manufactured by Ideal Standard (Armitage Shanks) and supplied or fitted between January 2016 and July 2017 should be identified.

Contact Ideal Standard directly on the designated telephone number or email (see Manufacturer Contacts (page 3))

Agree suitable arrangements with Ideal Standard for a member of their service team to visit site and conduct a safety check on the shower or shower room. The safety check will identify whether remedial work is required.

Further arrangements should be agreed to enable any required rectification work to be undertaken by Ideal Standard.

Action by

- Estates Managers
- PFI/NPD Partners
- Capital Scheme Partners
- HubCo's

Deadlines for action

Actions underway: 24 November 2017

Actions complete: 24 January 2018

Device details

Ideal Standard (Armitage Shanks) A4129AA Contour 21 Thermostatic Built in shower valve supplied or fitted between January 2016 and July 2017



S6960AC Doc M Shower Pack white rails
S6960LI Doc M Shower Pack blue rails
S6960LJ Doc M Shower Pack grey rails
S6960MY Doc M Shower Pack stainless steel rails
S6960RN Doc M Shower Pack charcoal rails



Problem / background

Ideal Standard is a manufacturer of sanitary ware and fittings with manufacturing plants across UK and Europe.

The company supplies to residential and non-residential facilities using both Ideal Standard and Armitage Shanks brands.

Ideal Standard's internal quality control process has detected a component conformity issue that could adversely affect the correct functioning of the A4129AAA Contour 21 thermostatic shower valve supplied between January 2016 and July 2017

Ideal Standard has advised there is a low probability that the handle operating the off/on and temperature selection of the shower valve could be forced past the physical stops and deliver temperature exceeding the maximum safe bathing temperature commissioned at installation.

Ideal Standard has developed a modification that can be undertaken on site to rectify the problem. This solution was presented to the BuildCert Technical Assessment Panel (TAP) which approved the method and materials proposed by Ideal Standard. The TAP also recommended that the modification should be implemented on all the affected products as soon as possible.

Ideal Standard is now working to identify where any of the affected products have been installed or where they may still be in the procurement/supply chain prior to installation.

Manufacturer contacts

Please do not hesitate to contact Ideal Standard (UK) Ltd if you need any assistance regarding this issue. Their dedicated team can be contacted on 01543 413307 or via the email address Contour21@idealstandard.com

Distribution

- Estates Managers
- Risk Managers
- Health & Safety
- PFI Partners
- Capital Scheme Partners
- HubCo's

References

1. Ideal Standard Safety Notice (official issue letter)
2. Ideal Standard presentation showing product and issue
3. Summary of corrective action in healthcare at date of issue of alert
4. Addendum to fitting instructions for CDM records outlining remedial fix

(See appendix for copies of the above)

Enquiries

This alert has been compiled under a partnership arrangement by the organisations below and it has been distributed across the UK. Enquiries should be directed to the appropriate Regional Office quoting the alert reference number.

England

Enquires should quote reference number **EFA/2017/004** and be addressed to:-
nhsi.mb-defectsandfailures@nhs.net

Reporting adverse incidents in England

Defects or failures should be reported on this system: <http://efm.hscic.gov.uk/>

The web-based D&F reporting system is managed by the NHS and Social Care Information Centre on behalf of the Department of Health. For further information on this system, including obtaining login details, please contact the efm-information Helpdesk. Tel 0300 303 5678.

Northern Ireland

Enquiries and adverse incident reports in Northern Ireland should be addressed to:

Northern Ireland Adverse Incident Centre, CMO Group,
Department of Health
Tel: 028 9052 3868 Email: niaic@health-ni.gov.uk
<http://www.health-ni.gov.uk/niaic>

Reporting adverse incidents in Northern Ireland

Please report directly to NIAIC using the [forms on our website](#).

Scotland

Enquiries and adverse incident reports in Scotland should be addressed to:

Incident Reporting and Investigation Centre (IRIC)
Health Facilities Scotland, NHS National Services Scotland
Tel: 0131 275 7575 E-mail: nss.irc@nhs.net

Reporting adverse incidents in Scotland

Use our [online report form](#) or download the [PDF form](#)
Independent facilities which only provide private care should report to the [Care Inspectorate](#).

Wales

Enquiries and adverse incident reports in Wales should be addressed to:

Simon Russell, Principal Engineer, NHS Wales Shared Services Partnership – Specialist Estates Services, 4th Floor, Companies House, Crown Way, Cardiff CF14 3UB

Tel: 029 2090 4100
E-mail: Simon.Russell@Wales.nhs.uk

Appendix

1. Ideal Standard Safety Notice (official issue letter)

Ideal Standard

Mr Paul Taylor - BuildCert General Manager
BuildCert Ltd
30 Fern Close
Pen-y-fan Industrial Estate
Oakdale
Gwent NP11 3EH

27/07/2017

Re: TMV3 BuildCert Certificate BC 1251/0713,

Our Ref: A4129AA Contour 21 Thermostatic Shower Mixer – Built in

Dear Mr Taylor,

We write to report a defect relating to the handle operation of our **A4129AA Contour 21 Thermostatic Shower Mixer**, which is approved on TMV3 certificate: **BC 1251/0713**.

Details of the Issue - please refer to figure 1 in the Power Point presentation.

The nature of the defect is due to the maximum temperature stop ring ability to override its brass stop due to the brass stop form on the thermostatic cartridge head being too low to provide a sufficient mating stop. Therefore **it is possible to turn** the temperature adjustment beyond 41 °C max set temperature and achieve via further progression of the spindle a hot supply temperature 55-65 °C from the mixed water outlet. However this will only happen when the temperature stop ring has moved fully forward from its assembled position, which we believe is a **low probability but possible**. However due to the serious nature of the potential elevated temperature we thought this needed bringing to your attention.

We confirm that this issue is limited to product manufactured from Jan 2016 and on all production before this date **the material on the head of thermostatic cartridge was sufficient to prevent this issue**.

Currently we have ceased production and blocked warehouse stock from release and distribution.

Details of Corrective Actions for all Future Product and Spares Supply – please refer to figure 2 in the Power Point presentation.

We have two solutions to correct this defect:

- 1) Immediate Resolution – solution available immediately, is to add a 2mm o ring on the top of the drive spindle to ensure that lateral movement of the temperature stop is not possible.
- 2) Long Term Resolution – Injection moulding tool modification is to add 0.7mm of material to the spindle extension component, again this will prevent lateral movement of the temperature stop ring. We have also changed the colour of the moulding from light grey to a natural white colour for ease of identification.

Ideal Standard (UK) Ltd.
Armitage, Rugeley, Staffordshire. WS15 4BT. United Kingdom
Telephone 01543 490 253 | www.ideal-standard.co.uk

In the first instance the o ring will be added to all A4129AA products and all spare thermostatic cartridges in terms of single and multi-packs. The plastic moulding modification will take longer to implement due to the need to modify an injection moulding tool which means we will not have components available until early October.

Details of Product already installed or despatched

The total number of products & projects involved is as follows:

Qty of known projects	532
Qty of Pcs	3,979

Of which the following relate to products supplied to hospitals:

Collective number	Code	Project Description	City	MSE	Healthcare
5022498	Hospitals	SPINE HEALTHCARE HOSPITAL	NOTTINGHAM	Briggs & Forrester	49
5020198	Hospitals	PROJECT GENMA, ADDENBROOKS HOSPITAL	CAMBRIDGE	Munn Building	48
5022442	Hospitals	HOSPITAL	KIRKCALDY	Spe Matthew Hall	10
50226274	Hospitals	DENNIS FOWLES - LOCAL HEALTH AUTHORITY	Cardiff	Dennis Fowles Ltd	9
50219184	Hospitals	CHILDREN'S HOSPITAL - EVELINA HOUSE	London	CMB Engineering	7
50236166	Hospitals	CHLSEA & WESTMINSTER HOSPITAL	London	Wilmot	5
50231167	Hospitals	LANCASTER ROYAL INFIRMARY	Lancaster	Charleston Building	4
50197624	Hospitals	RAMPTON HOSPITAL	Ratford	Intech G & N Ltd	3
50191528	Hospitals	SUNDERLAND ROYAL HOSPITAL A&E DEPARTMENT	Sunderland	H Maxine & Sons	3
50171736	Hospitals	SIT LUKE'S HOSPITAL SERVICE HUB	Market Harborough	Quartec	3
50208173	Hospitals	BORDERS GENERAL HOSPITAL	MELROSE	Livingston	2
50208743	Hospitals	UNIVERSITY HOSPITAL OF WALES	Cardiff	Wills Systems	2
50221924	Hospitals	EDINBURGH ROYAL INFIRMARY	EDINBURGH	Forth Electrical	1
50237341	Hospitals	SIVY WAKEFIELD HUB	WAKEFIELD	Pre-Po Plumbing &	1
50208869	Hospitals	NEONATAL UHW	Cardiff	Wills Systems	1
50198886	Hospitals	PINDERFELDS HOSPITAL REMODEL WORKS - 5	WAKEFIELD	Balfour Beatty	1
50232683	Hospitals	WHIPPS CROSS HOSPITAL	London	Forest Gate	1

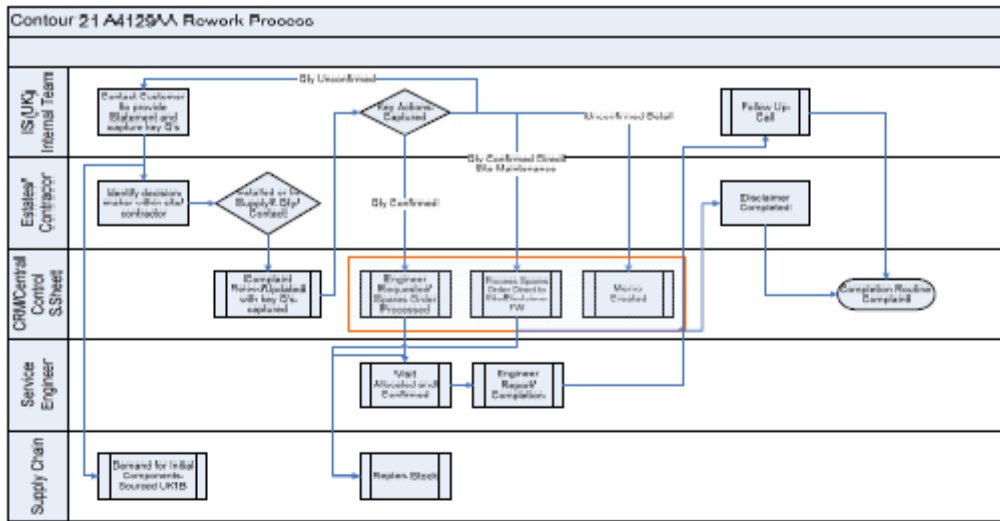
In Supply	Collective number	Code	Project Description	City	Healthcare
50195001	Hospitals	NEW BROADMOOR HOSPITAL REDEVELOPMENT BHR	Crowthorne		26
50179096	Hospitals	CARDIFF & VALE NHS TRUST	Cardiff		11
50254181	Hospitals	ONE HEALTHCARE	Hatfield		5
50182315	Hospitals	SHEFFIELD CHILDRENS HOSPITAL EXT/REFURB	SHEFFIELD		4
50226929	Hospitals	HOSPITAL PEDIATRICS WARD (EXTENSION/QUAL)	NEWRY		3
50208054	Hospitals	BIAGING CENTRE OF EXCELLENCE - HOSPITAL	GLASGOW		2
50234669	Hospitals	HEANOR MEMORIAL HOSPITAL	HEANOR		2
50258572	Hospitals	DENNIS FOWLES - LOCAL HEALTH AUTHORITY	Cardiff		1

Details of Corrective actions for Product already installed or in the supply chain.

Contact all customers with installed or stock valves and undertake a rework program of all effected stocks using trained Ideal Standard Engineers.

Rework Explanation

Insert an O-ring over the temperature spline between the temperature stop ring and the handle extension carrier. This removes any free movement between the handle carrier and temperature stop ring



This program of actions will take place as of Wed 26th

I trust the attached and enclosed information is clear and should you have any question or comments please do not hesitate to contact the undersigned, in the mean time we remain at your disposal on what the next actions should be.

Yours Sincerely,

Terry Moss
Leader NPD UK Brassware

2. Ideal Standard presentation showing product and issue

A4129AA – ARMITAGE SHANKS CONTOUR 21 THERMOSTATIC SHOWER MIXER

BuildCert TMV3 Certificate: BC 1251/0713

Product Defect – Maximum temperature defect.



A4129AA – PRODUCT DETAILS

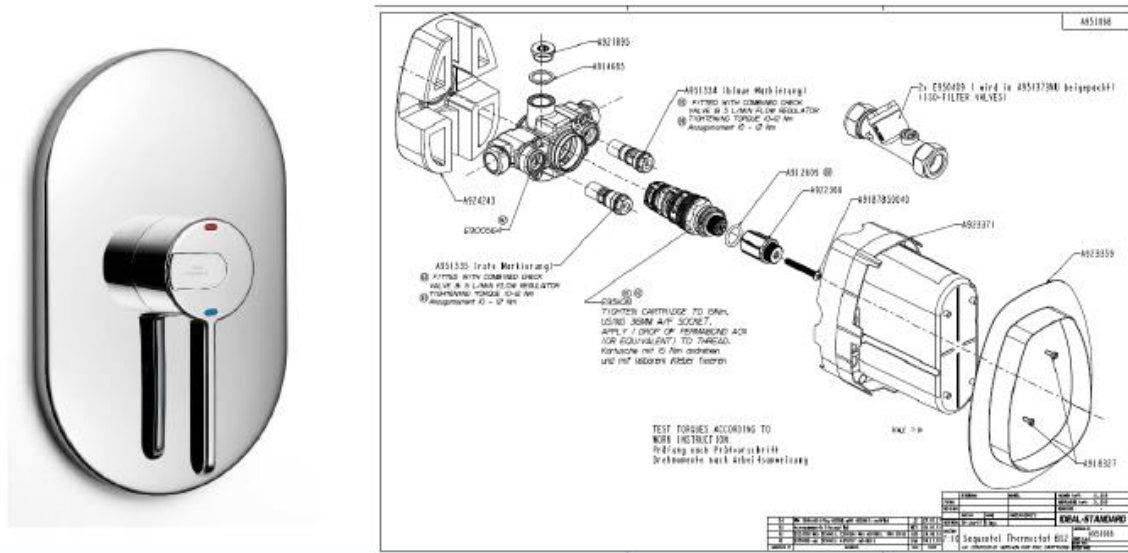
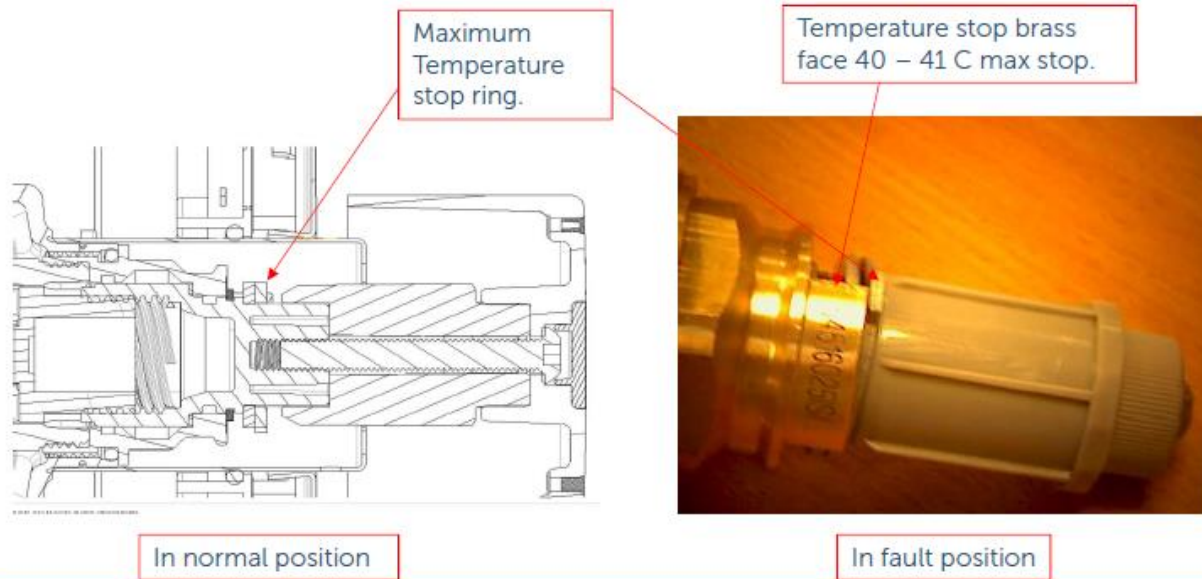


FIGURE 1 – DETAILS OF THE ISSUE



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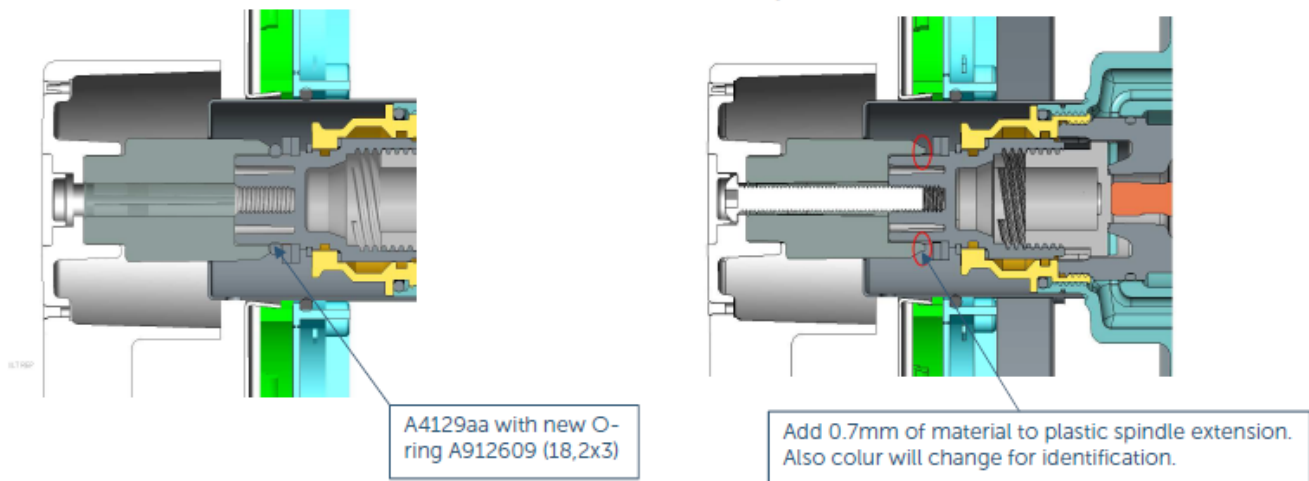
T.Moss 19/07/17



FIGURE 2 – DETAILS OF CORRECTIVE ACTION FOR PRODUCTS & SPARE CARTRIDGES

• Quick fix

• Long term fix



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T.Moss 19/07/17



3. Summary of corrective action in relation to healthcare projects, as of 18th October 2017
(Information supplied by Ideal Standard)

Status of remedial work by Ideal Standard, as of 18/10/2017, to Completed Projects

Project Description	City	M&E	To Inspect	Complaint No	Quantity inspected	SE Required	Action
SPIRE HEALTHCARE HOSPITAL	NOTTINGHAM	Briggs & Forrester	49	69050423	49	Y	Completed
PROJECT GEMMA, ADDENBROOKES HOSPITAL	CAMBRIDGE	Munro Building	40	69047977	20	Y	Completed
Victoria Hospital	KIRKCALDY	Spie Matthew Hall	10	69050562	10	Y	Completed
DENNIS FOWLES - LOCAL HEALTH AUTHORITY - (Bristol Royal Infirmary / King Edward Building Redevelopment)	Cardiff	Dennis Fowles Ltd	9	69054009	10	y	Completed
CHILDREN'S HOSPITAL - EVELINA HOUSE	London	CMB Engineering	7	69048602	7	y	Completed
CHELSEA & WESTMINSTER HOSPITAL	London	Willmott	5	69050590	5		Engineer on site 18.01.2017
LANCASTER ROYAL INFIRMARY	Lancaster	Charleson Building	4	69048172	2	Y	Completed
RAMPTON HOSPITAL	Retford	Imtech G & H Ltd	3	69047502	4	Y	Completed
SUNDERLAND ROYAL HOSPITAL A&E DEPARTMENT	Sunderland	H Malone & Sons	3	69047981	3	Y	Completed
ST LUKE'S HOSPITAL SERVICE HUB	Market Harborough	Quartzelec	3		3	Y	Completed
BORDERS GENERAL HOSPITAL	MELROSE	Livingston	2	69048345	2	Y	Completed
UNIVERSITY HOSPITAL OF WALES	Cardiff	Willis Systems	2	69048618	10	Y	Awaiting Engineers Report
LOGANDENE ELDERLEY CARE HOME HOSPITAL	Hemel Hempstead	Building Services	1	69055728	1	Y	Completed
EDINBURGH ROYAL INFIRMARY	EDINBURGH	Forth Electrical	1	69051796	1	Y	Service Engineer
SWY WAKEFIELD HUB	WAKEFIELD	Fre-Flo Plumbing &	1	69051490	1	Y	Completed
NEONATAL UHW	Cardiff	Willis Systems	0	69051216	0		Completed
PINDERFIELDS HOSPITAL REMODEL WORKS - 5	WAKEFIELD	Balfour Beatty	1	69049591	25	Y	Already visited twice – all done except 1 room (delivery suite which is always in use)
WHIPPS CROSS HOSPITAL	London	Forest Gate	1	69048760	0	Y	Completed
Roodlands General Hospital	Haddington	Off Site Solutions	1	69050801	1	Y	Completed
Roodlands General Hospital - Offsite Premises	Highbridge	Off Site Solutions	2	69050810	2	Y	Completed
SPIRE HEALTHCARE HOSPITAL - Staff showers	NOTTINGHAM	Briggs & Forrester	3	69054484	3	Y	Completed
Tunbridge Wells Hospital	Pembury	Shire Integrated	4	69070119			Message Left
New Victoria Hospital Extension	Kingston Upon Thames	Rydon Construction	4	69070127		Y	Awaiting details to arrange Engineers visit
Kent & Canterbury Hospital Estates Department	Canterbury	Cardy Construction Ltd	11	69070129		Y	Awaiting details to arrange Engineers visit
Curo Construction - Palace Road Surgery	London	Shire Integrated	1	69070140		Y	Engineers request sent
Medway Hospital	Gillingham	Cardy Groupe Ltd	1	69070142			Awaiting details to arrange Engineers visit
St Thomas Hospital Emergency Dept	London	Shire Integrated	1	69070143			Message Left
UCLH Queen Mary Wing	Lond	Shire Integrated	9	69070147			Message Left
Countess of Chester Health Park	Chester	Ardmac Performance Contracting Ltd	1	69070189			Message Left

Status of remedial work by Ideal Standard, as of on 18/10/2017, to Projects currently in supply

Project Description	City	Healthcare	Complaint No	Quantity inspected	SE Required	Action
NEW BROADMOOR HOSPITAL REDEVELOPMENT BHR	Crowthorne	26	69052336		Y	4 valves outstanding)- waiting for site to approve security access to secure unit - scheduled for 19.10.2017
CARDIFF & VALE NHS TRUST	Cardiff	11	69056467	11	y	Completed
ONE HEALTHCARE	Hatfield	5	69053052	5	Y	Completed
CROYDON EMERGENCY DEPARTMENT PHASE 3	Croydon	4	69052353		Y	Completed
SHEFFIELD CHILDRENS HOSPITAL EXT/REFURB	SHEFFIELD	4	69052372	54	y	Completed
HOSPITAL PEDIATRICS WARD (EXTENSION/ALT	NEWRY	3	69052383	3	Y	Completed
IMAGING CENTRE OF EXCELLENCE - HOSPITAL	GLASGOW	2	69052407		Y	Completed
HEANOR MEMORIAL HOSPITAL	HEANOR	2	69052425	0		Completed
QUEEN MARYS HOSPITAL QMH	Sidcup	2	69052441	3	Y	Completed

4. Addendum to fitting instructions for CDM records outlining remedial fix

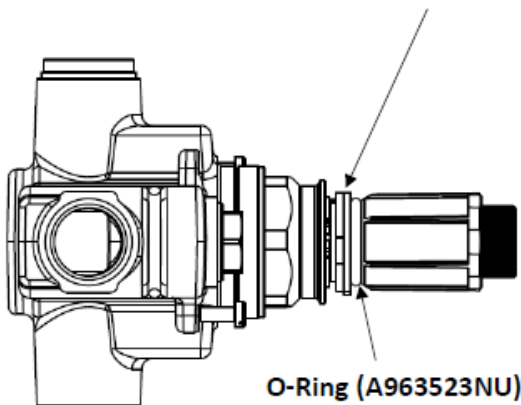
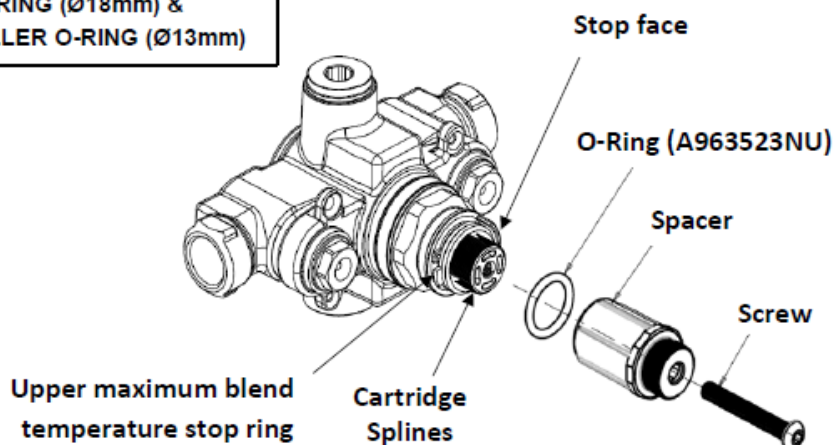
Installation Instructions AMENDMENT SHEET

Lever operated sequential thermostatic built in showers mixers



This amendment applies to products:
A4129AA, A4314MY, A6528AA

A963523NU
FIT THE LARGER O-RING (Ø18mm) &
DISCARD THE SMALLER O-RING (Ø13mm)



IMPORTANT:

TO PREVENT THE UPPER MAXIMUM BLEND TEMPERATURE STOP RING FROM MOVING FORWARDS AND OVERRIDING THE MAXIMUM TEMPERATURE LIMIT, FIT THE O-RING OVER THE CARTRIDGE SPLINES BETWEEN THE STOP RINGS AND SPACER. IF THE PRODUCT IS ALREADY FITTED WITH O-RING, AMENDMENT DOES NOT APPLY