



# Memorandum

2/7/18

To: Valued Customers

From: Mike Turley

## Guide Fork Announcement

Dear Valued Customers,

Effective 3/1/18, FBN will no longer include guide forks with valve assemblies. The guide forks are intended to prevent the lower valve block from rotating out of alignment which leads to leakage and wear issues. Several years back, we made an improvement to the fork turning it into a closed loop. This feature prevented the valve sections from separating and becoming tangled in the handling parts should a valve tip come loose, saving potential filler damage.

However, we have reached a point where more customers are requesting valves without guide forks. These customers find the ability of the lower block to float actually provides some performance benefits when the hoses are properly installed. We've also been told that the risk of damage to the machine from a loose tip is less than the risk of the tip being lost in product.

As we work through this transition, you can expect to be contacted by our Customer Care department to determine your preference before any additional valve orders go out. Documentation will still show the guide forks and list their part numbers, but you will notice new verbiage indicating them as optional. If you wish to have forks included, they will be listed separately on orders, but will still be factory installed.

We appreciate your patience and understanding as we are constantly working to best meet our customer's needs.

Sincerely,

Mike Turley

President - FBN

