



Packaged Gas Division

Technical Service Bulletin

Orca Wrench Assembly

Date: February 23, 2018

TSB-PKG-1017

Issue: Weld joint breakage on wrench assembly. This breakage leads to the wrench assembly becoming separated from the end of the hose. If this occurs during a delivery, the dispense hose, if not tethered, could whip uncontrolled for a short period of time while still dispensing product. If the delivery vehicle is a Chart Orca equipped with a Flowcom metering system, the Flowcom is programmed to stop the dispense once this breakage occurs.

Models Affected: All Chart wrench assembly models. Part numbers 20899903, 20908769, 20875471, 11707221, 11751424, and 13994391 (all 1/2", 5/8" and 3/4" flare wrenches).

Description: In our continuous improvement of the products we sell, we are changing the type of weld on all Orca Wrench Assemblies. This new weld has proven to be much more robust than the previous weld style.



Above is an image of an example of a one model of a wrench assembly.



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Action Required:

1. Review of all Orca wrench assemblies in possession. Review assemblies for noted welding pattern below and examine for hairline stress cracks or any separation of weld between the nut and tube of the assembly. Discontinue use and replace immediately if either of these welding designs appear to be present.



Chamfer in tube assembly defect



Crack in welded joint example

2. If wrench assemblies appear to be in good working order and free of stress crack, implement a 3-month inspection review of all wrench assembly for any stress cracks. If stress cracks are present discontinue use and replace immediately. At this same time interval, it is best practice to clean the flare end threads with bottoming tap to clear any brass debris from use.
3. If wrench assembly is difficult to turn and flare connection will not seal, replace with new.
4. If new / improved weld is present, it is recommended to continue the preventive maintenance and inspection noted above.


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Dates of Implementation:

Any shipments after February 9th, 2018 will have the new weld joint.



New welded joint



Old welded joint

Chart's continuous attention to product improvement and customer satisfaction has resulted in this design modification. If you have concerns or questions relative to this action, please contact your Chart Customer Service Representative at (800) 400-4683. Thank you for depending on Chart to provide high product quality and service.