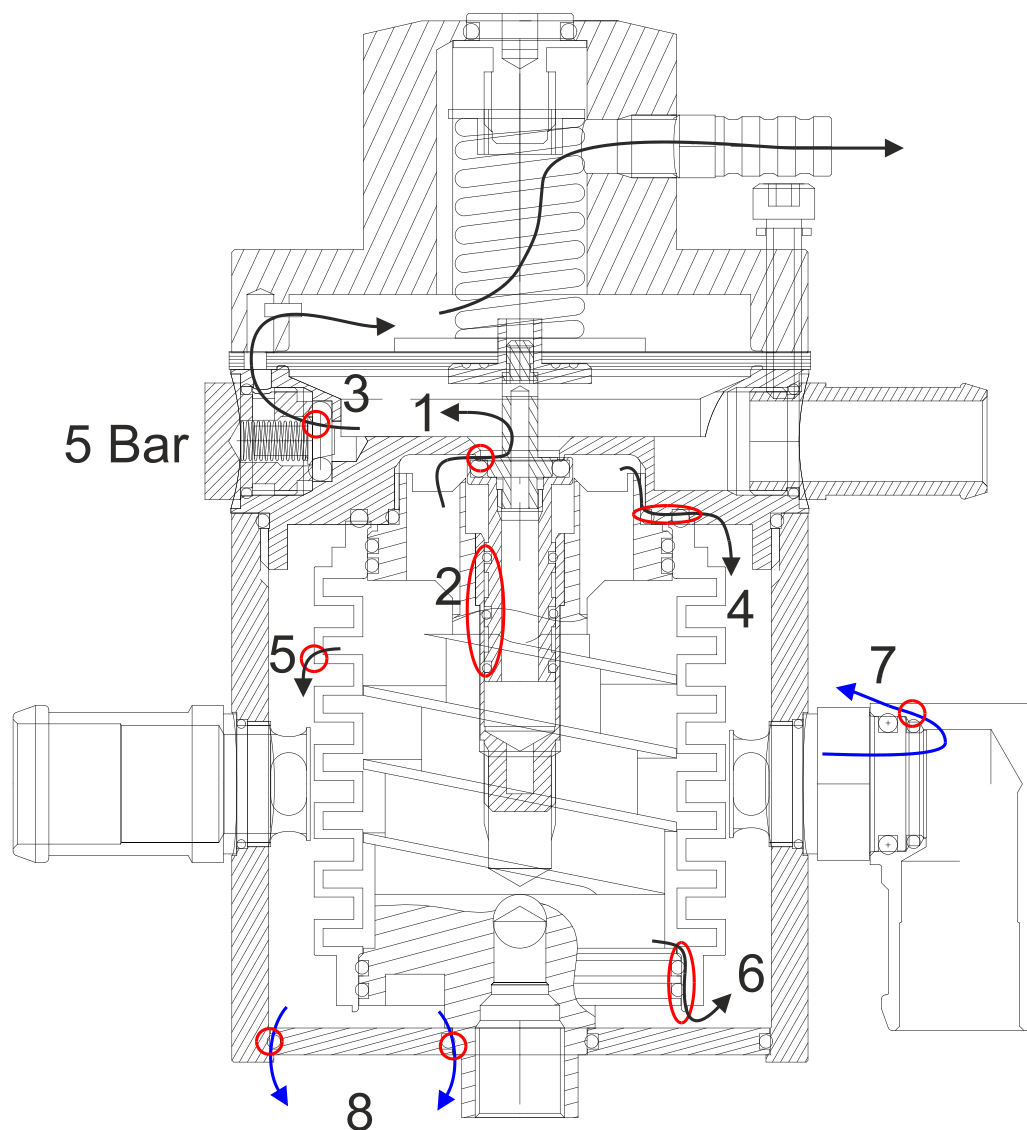


**To reduce the number of complaints, simplification of diagnostics and elimination of the causes of defects, please take the following measures:**

1. Make a complaint about the complete product
2. Always make a complaint with a description of the defect, because regulators that do not show a defect in our tests also come into complaints. If the defect is described, we can pay more attention to it. Please publish the following defect analysis document to your customers.

We believe that better knowledge of the product will lead to greater satisfaction of all.



Evaluation of complaints about the product Reducer Magic with the frequency of malfunction: (common-C, rarely-R, no longer occurs-N)  
Malfunctions by the cause (red – dirt, blue – wrong manipulation, orange – manufacturing defect)

	Cause of the malfunction	Description of the malfunction	Example of the malfunction in the car
common	Leakage on the seating	The regulator is not able to close the seat completely due to dirt or damage to the seat (1) + (3)	When idling and then turning off the key, the pressure starts to rise. In this case, the pressure valve (3) is activated at a pressure of approx. 5 Bar and the contents of the pipe between the valve and the regulator enter the suction. The vehicle then does not want to start. It can also stink.
common	Leakage on the seating	The regulator is able to close due to dirt or damage to the seat, but the pressure required to close is higher than set. Same cause as above, only the pressure valve will not activate.	When idling and then turning off the key, the pressure starts to rise, but stops at a higher value. If the pressure stops before the pressure valve is activated, the higher pressure will cause twitching when switching from petrol to gas. (higher pressure on the injectors). Some injectors do not open at all.
common	Dirty – seized shaft of the pressure regulativ	Dirt is applied to the regulation piston, which prevents its easy operation.	Slow response to sudden changes in engine load, pressure often drops during rapid acceleration. During cut-off, the pressure rises above the set one.

common	Leaking pressure valve	Dirt that has been applied to the pressure valve seat when it is opened. (3)	The gas enters the intake after switching off even without increased pressure. Then the vehicle starts incorrectly. It can also stink.
common	Loosen spiral	A leak occurs when the inlet is disassembled, when the hexagon is not counted on the spiral when loosening the screw. (4)	The most common cause of gas leakage into water. The gas leaks into the water circuit, it can be indicated by a detector after opening the lid of the expansion vessel. The vehicle can also stink.
R	Leaking radiator	Due to abrasive impurities in the water circuit, the heat exchanger is punctured. Formerly a more common fault, now the walls of the exchanger are reinforced. This defect has disappeared since 2014. (5)	See above.
N	Leaking radiator	Leakage in heat radiator o-rings. (6). Double sealing and choice of material o-rings for gas and water completely eliminated this defect.	See above.
N	Leaking pressure valve	Degeneration of o-ring material due to high temperature caused loss of elasticity (3) material was replaced in 2019.	The gas enters the intake after switching off even without increased pressure. Then the vehicle starts incorrectly. It can also stink.
R	Leaking water elbow	The entire reducer, including the water elbow, is tested for leakage before shipment. Failure may occur due to station of the elbow during installation. When turning, dirt can come loose and clog under the O-ring or break the O-ring. We therefore recommend as few rotational movements as possible during assembly. (7)	Coolant is losing from the vehicle, often only crystallization of the coolant at the place of leakage.
N	Leaking reducer	See above. This defect most often occurs when the counter wrench is not used when tightening or loosening the supply pipe. (8)	See above.
R	Temperature sensor not working	Broken wire, short to ground, or sensor dropped out of reducer body.	In the software of the control unit, the temperature does not correspond to reality. Broken wire - unrealistically low temperature (-65 ° C). Short circuit - unrealistically high temperature or "short circuit"
common	Dismantled pressure valve	The position with the pressure valve does not serve as an outlet of the gas from the reducer. This position is sealed with paint.	Assembly errors occur during disassembly and reassembly. When the outlet is fitted in this position, gas leaks into the engine intake. See above. In addition, the vehicle is not running in power.

Before the sale, we perform tests for all the above-mentioned defects that could come from primary production. In addition, a test is performed to open and close the pressure valve.

**Defects mentioned in the first part (defects caused by dirt that are dissolved in the gas) are completely eliminated when using the RM3F reducer (with filter)**