

Estates and Facilities Alert

Reference: EFA/2018/006 Issued: 22 October 2018 Review Date: 22 October 2020

Vernacare Vortex macerator: potential to contamination mains water supply



Partneriaeth
Cydwasaethau
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Shared Services
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Specialist Estates Services



Improvement



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

Summary

We have been informed that Vernacare Vortex Macerators, supplied under WRAS approval number 1309094, do not comply with the requirements of the UK Water Supply (Water Fittings) Regulations (Byelaws in Scotland). A polythene silencer tube fitted to the water tank inlet float valve means that the air gap is not maintained between the water tank contents and the mains water supply thereby creating the potential for contamination of the mains water supply by the tank contents.

Action by Estates teams

- Bring this alert to the attention of all appropriate estates managers and staff
- Identify the locations of Vernacare Vortex macerator within your organisation and liaise with Vernacare
- Contact Vernacare to arrange the removal of the silencer tube either during a planned service visit, breakdown call out or in response to customer request – see Contact Details Section (please note that Vernacare will contact and advise all affected customers of the alert via email by 02/11/2018)
- Risk Assess if hospital estates teams should remove the silencer tube themselves following the instructions in Appendix item 2 as Vernacare may take time to deal with all affected sites. Then inform Vernacare that modification completed and fit required label, If the estates team implement this fix then they should contact Vernacare for the labels
- Fix label to front of machine adjacent to the rating label to serve as a visual confirmation mark that the work has been completed (See appendix item 3 for details).

Action by

- Estates Managers

Deadlines for action

Actions underway: Immediate

Actions complete: 29 March 2019

Device details

The identity of each Vortex macerator can be verified via the rating label which is located in the front bottom left hand corner of each machine. The rating label shows the serial number, date of manufacture and electrical specifications of the machine. **(See appendix item 3)**

Affected machines are as follows:-

- Vortex macerator product codes 2030ZA001 & 2030CA001
Serial numbers 7214 – 12927
Manufactured between 30/9/2013 – 4/9/2018
- Vortex Plus macerator product codes 2040ZA001 & 2030CA001
Serial numbers 001 – 1297
Manufactured between 30/3/2015 – 26/6/2018

Problem / background

WRAS approval listing 1309094 expired in September 2018. During recent re-approval testing it was advised that as the product included a silencer tube this compromised the type AB airgap conformance requirement and a non-conformance has now been raised. It has been confirmed that type AB airgap conformance is achieved once the silencer tube/bag is removed from the inlet valve.

Vernacare has identified that 2472 Vortex macerators fitted with the silencer tube are installed in the UK. Customers supplied under listing 1309094 shall be alerted and informed of the plans for the removal of the silencer tube.

It is anticipated removal of the silencer tube will be carried out by a combination of Vernacare field service engineers, facility maintenance teams and third-party contractors. Vernacare shall contact and advise all affected customers of the alert via email by 2/11/2018. The removal of the silencer tube shall take place either during a planned service visit, breakdown call out or in response to customer request. It has been confirmed that removal of the silencer tube makes the Vernacare Vortex compliant with WRAS.

On completion of each silencer tube removal a small label must be affixed to the front of the machine adjacent to the rating label to serve as a visual confirmation mark that the work has been completed. (See appendix item 3 for details).

The silencer tube has been removed from all current stock and is no longer fitted to new production.

Manufacturer contacts

Please contact Vernacare should you require any assistance regarding this notice. The Vernacare technical service team can be contacted via email: (service@vernacare.com) or by telephone: (01204 529494) and quote: "Airgap upgrade"

Distribution

Estates Managers, Risk Managers, Health & Safety

Appendix

- Appendix 1. no appendix 1
- Appendix 2. Procedure for silencer tube removal
- Appendix 3. Rating Label position

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/2018/006 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 Digital on behalf of NHS Improvement. 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