



Valencia, CA 91355
Phone: [REDACTED]
Web: www.herosinc.com
FAA CRS: HEFR202K EASA No. 145.5929

Date: September 4, 2019

To: Mr. Ed Brown
Heli-Mart, Inc.
[REDACTED]
Irvine, CA 92614

CC: Mr. Jay Petroske

Via E-Mail: [REDACTED]

Subject: Voluntary Recall – Certain Serial Numbers; M250-C20B Bleed Valves
P/N 23053176

Dear Mr. Brown

The purpose of this letter is to advise you that H.E.R.O.S. Inc. is voluntarily recalling a limited number of Bleed Valves identified in this letter that our records indicate were sold to Heli-Mart.

Background:

We have been informed that a similar bleed valve may have been involved in an accident that resulted in an engine failure. Although, to this date, we have not been able to determine the reason for the alleged malfunction, and perhaps excessive corrosion build-up could have caused or contributed to the alleged malfunction, in an abundance of caution, we ask that you return the bleed valve(s) listed in this notification to us for inspection. If any of these units were sold to a third-party customer, we ask that you transfer this letter to them for corrective action. If possible, we ask that you provide us with the customer's contact information so we may follow up with them.

Compliance

Before the next flight, and thereafter before any flight, until such a time that the subject bleed valve is replaced (not to exceed fifteen (15) flight hours from the date of first inspection).

Inspection:

Inspect the poppet and shaft for signs of dirt or corrosion that may impair the poppet travel. The Poppet Valve should travel freely up and down by hand. Use even pressure to pull down the poppet valve. Please contact us if you have any difficulty conducting this test. If any restriction is noticed, remove the bleed valve and replace with another serviceable valve. Contact H.E.R.O.S. Inc. immediately for logistical support in the replacement of the subject unit. If no discrepancies are noted schedule the Bleed Valve to be returned to H.E.R.O.S., not to exceed Fifteen (15) hours of operation from the date of this notification. If the Bleed valve is a spare, return or coordinate with our Customer Service Department for disposition.

Corrective Action:

We are taking a proactive position and would like to have the Bleed Valve(s) identified in this letter to be returned and inspected as soon as possible. We will cover the cost of any necessary repair or exchange of Bleed Valve(s), including shipping costs. It is our upmost priority to mitigate your inconvenience. Please contact our Customer Service Department and they will coordinate the return activity.

Customer Service:

Sean Davies

E-mail: [REDACTED]

Phone: [REDACTED]

Fax: [REDACTED]

Production Manager:

Ed Ringo

E-mail: [REDACTED]

Phone: [REDACTED]

Cell: [REDACTED]

Sincerely;

Heros Kajberouni

President & Accountable Manager

Phone: [REDACTED]

Cell: [REDACTED]

E-mail: [REDACTED]

Attachment:

List of affected Bleed Valves



email: info@helimart.com • www.helimart.com

HELI-MART, INC.

Irvine, CA 92614

Telephone:

Outside CA:

Fax:

Invoice

Original

Invoice #: 384799

Invoice Dt: 7/9/2018

Time: 2:14:34 PM

Page: 1

To:

K&S HELICOPTERS

KAILUA-KONA

KAILUA-KONA, HI 96745

Ph: 808-329-6601 Fax: 808-365-5514

Ship To:

K&S HELICOPTERS

KONA INTL COMMUTER TERMINAL

KAILUA-KONA, HI 96740

Sales Order: 257497

Order Date: 7/9/2018

Prepared By: ED

Buyer:

Cust. PO#:CR-9986001

Customer #: KS230

of Items:1

FOB:

Terms: NET30

of Boxes:

Ship Log #: 1

AWB:

Ship Via:FEDEX P2

Ship Via Acc:

Weight:

Ship Date: 7/9/2018

Shipment:

Item	Part Number/Description	Shipped	BackOrd	CD	Unit Price	UOM	Total Amt
1	23053176 VALVE ASSY Serial #: FF29669 Serial #: FF33391 *** Order Complete ***	2	0	OH OH		EA	

I hereby certify that the items or material covered by this document have been inspected and tested and conform in all respects to the current applicable government and/or manufacturers specifications, test and/or inspection records are on file.

The above products may be subject to the Export Administration Regulations (EAR) or the International Traffic in Arms Regulations (ITAR) and if these products are to be exported, re-exported or transferred outside of the United States, prior U.S. Government authorization may be required. The recipient of these goods agrees to comply with all US Trade regulations. Diversions contrary to US law is prohibited.

SubTotal:

Tax Total:

Misc Charge:

Freight:

Total:

Payment Amt:

Payment Type:

Payment Owed:

Authorized Signature:

Jay Petroske