

RECALL- Direct Drive and No.7 pottery wheels.

A fault has been identified in the above wheels, whereby an electric shock can be sustained through the foot pedal.

This can occur if the wiring INSIDE the pedal becomes detached from the potentiometer or corroded as a result of moisture ingress AND then touches on the metal rod at the top of the pedal.

The most common cause of disruption to the internal wiring is through damage, usually sustained through pedals being dropped/misused.

This can cause detachment of wires, break the plastic casing and seal, allowing moisture ingress and corrosion.

Wires can also twist and potentially break if the nut at the back of the pedal becomes loose.

We advise a visual inspection of the pedal AFTER turning mains power off, and unplugging machine from wall/power board. WAIT FOR RED “STAND BY” light to go off. THIS COULD TAKE UP TO 15 SECONDS.

1. Inspect the outer casing, ensuring there are no cracks, and that there are no signs of moisture inside the pedal.
2. Inspect the wires and ensure they are not detached from the potentiometer (small grey or blue plastic device), broken or twisted in any way.
3. Ensure nut at back of pedal is tightly fastened.

If satisfied with the above, ongoing use is at the owners, discretion.

General care of the equipment is important, and if a commercial operation or educational institution, wheels should be regularly tagged and tested.

RCD's also need to be present in all buildings.

We are devising a remedy and will notify when it is available

Apologies to all our loyal customers

RECALL – Direct Drive and No.7 pottery wheels.

We have organised a remedy for the problem with your Direct Drive wheel.

It is a very quick fix and supply of the kits to agents will be in the next 3-4 weeks. Customers will then be contacted by the Venco agents to organise for their wheels to be repaired.

This may occur in several different ways as outlined in the following: The repair will be undertaken at either the agent's premises, or in the case of a school or commercial operation with multiple wheels, the fix may be done at these customers location by a contracted electrician.

In other circumstances, such as when an agency cannot accommodate multiple wheels to undertake the fix, alternative arrangements may be made with particular contracted electricians to undertake the fix at their electrical premises.

Where a wheel has been purchased second hand, please refer to a list of agents on our website and liaise with the one geographically closest to you.

Thank you for your co-operation, and apologies for the inconvenience this situation is causing. Many of you are long term Venco customers and we are very appreciative of the overwhelming support we have received.

Our focus since inheriting the business last year has been to always act with our customers best interests at heart, and this includes decisive action when problems have been identified, in order to remedy the situation as quickly as possible.

Yours Sincerely, The Venco Team