



The Right Connection™

[To direct purchasers/users]

## CUSTOMER ADVISORY NOTICE

January 2026

PLEASE READ NOW AND TAKE ACTION

Dear Dixon Customer,

The safety and integrity of our products is central to our mission. Dixon Valve & Coupling Company ("Dixon") is issuing this Customer Advisory Notice to provide information regarding a previously available online Pressure Reducing Valve ("PRV") Calculator used by customers to obtain PRV recommendations for certain fire protection system applications.

Dixon previously made available an online calculator designed to assist customers in selecting a PRV based on user-entered parameters, including inlet static pressure, inlet residual pressure, desired outlet static pressure, desired outlet residual pressure, and flow rate in gallons per minute (gpm). Based on these inputs, the calculator generated a recommended PRV.

Dixon has conducted a review of the calculator's use and has determined that the tool relied on generalized assumptions regarding system flow conditions. Fire protection systems utilizing PRVs typically operate within a water flow rate range of approximately 200 to 400 gpm. When a customer inputs flow rates within this range, the calculator's PRV recommendation is consistent with customer desired outlet pressures.

When customers entered flow rates substantially outside this typical range, the calculator's generalized assumptions may not provide a recommendation that complies with site-specific conditions. In those circumstances, Dixon advises that independent testing of actual outlet pressure performance should be conducted.

To be clear, this notice does not indicate that Dixon PRVs are defective, improperly manufactured, or incapable of performing as intended. **Dixon has received no reported failures or complaints of operational issues involving these PRVs to date, and the PRVs have been used successfully for many years in fire protection systems.** NFPA standards, along with many state and local jurisdictions, require routine inspection and testing of these valves on an annual and five-year interval basis. It is also important to note that the products are UL-listed.

### **Dixon Valve & Coupling Company**

1 Dixon Square  
Chestertown, MD 21620

410-778-2000 phone  
410-810-1820 fax

[www.dixonvalve.com](http://www.dixonvalve.com)





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Dixon will issue additional technical updates as new information becomes available.

**Dixon's Contact Information**

If you have any questions regarding this Customer Advisory Notice, please contact us as shown below:

Name: Jim Bansbach  
Title: Vice President of Research & Development  
Email: [jbansbach@dixonvalve.com](mailto:jbansbach@dixonvalve.com)  
Phone Number: 410-778-2000

Thank you for your cooperation and for your continued trust in our products.

Sincerely,

Jim Bansbach  
Dixon Valve & Coupling Company

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