



Winch Service Bulletin

Only applicable on cranes received from 1990-2004 (call for verification, 800.831.8588)

Our records indicate that you have purchased a crane manufactured by Maintainer and are being notified of a field repair campaign to identify and if necessary correct the position of the brake hub within the winch. It has been determined that it is possible to assemble the winch incorrectly and we have no means of determining the orientation without physically disassembling the winch brake housing and verifying the orientation of the hub. It is **MANDATORY** that this inspection is completed as soon as possible and any brake hubs which have been improperly installed be repaired **IMMEDIATELY**. This hub being reversed could result in an **UNSAFE** operating condition where the brake will not function as designed. **The purpose of this brake is to keep the load from falling in the neutral control position or if the crane were to inadvertently lose hydraulic pressure. If the brake fails in those conditions the load could fall uncontrollably resulting in a loss of life, other serious bodily harm or property damage.**

Maintainer has established the following procedure to accomplish the inspections and repairs in the most convenient and efficient manner possible:

1. The enclosed Customer Information Form must be completed and returned via fax to: 1-712-324-5600 Attention: Service Department. This will serve as verification that you still own the unit and that you are prepared to complete the **MANDATORY** inspection and affect any necessary repairs. If you no longer have the unit please provide contact information of the new owner so that we may contact them to complete the inspection and repairs.
2. Upon receipt of the CIF we will forward a gasket for your unit and detailed instructions on how the winch brake housing is to be disassembled and inspected. If the orientation of the brake hub is incorrect the proper procedure is detailed on removal and reinstallation of the brake hub in the proper orientation. If you are not comfortable in performing the procedure you always have the option of making arrangements to have the repair performed by your nearest Maintainer Dealer.
3. In the second package of information you will receive a labor claim form which is to be faxed to 1-712-324-5600 Attention: Service Department, verifying that the **MANDATORY INSPECTION** and any necessary repairs have been completed. The procedure on the large winch will require approximately 10 to 15 minutes and the small winch will require 15 to 20 minutes to complete, including any repairs that may be required. Maintainer will pay \$25.00 for the inspection and verification on the larger winch and \$50.00 for the small upon receipt of a signed Labor Claim Form confirming that the inspection and any necessary repairs have been successfully completed.

Maintainer regrets the inconvenience caused by this field campaign but we feel it is the right thing to do for a company who prides itself on being the best in the business. We and our entire Dealer network stand ready to assist you in any way possible to minimize the disruption of conducting these inspections and repairs.

Sincerely,

A handwritten signature in black ink that reads "Claude Gozia". The signature is written in a cursive, flowing style.

Claude Gozia
General Manager