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Information Bulletin

Date: December 11, 2018

Bulletin No: JC-18-21

Product Type: SA30 Stand-Aer®

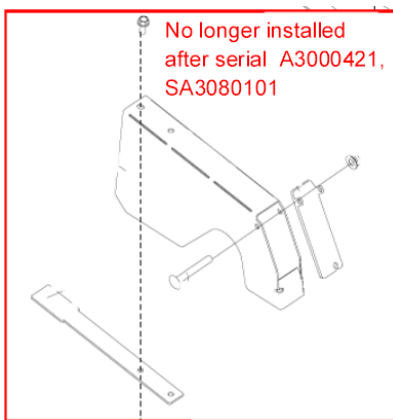


Customer Issue: Chain guard gets bent and hits other components in the machine.

Cause: Debris stuck on the tines hits the guard.

Action: We have removed the guard from new production units starting with serial SA3000421 for the SA-30A and SA308010 for the SA-30ACA. Initially, the intent of the chain guard was to protect the chain sprocket from dirt. After careful consideration and feedback from our customers, the guard will be subject to damage from debris like sticks, cans and other solid objects collecting on the tines.

Due to the reasons mentioned above, we will no longer pay for warranty replacement of the chain guards, associated components, or labor. However, for those operators that still desire to have the chain guards on their unit, we will continue to offer the components. Replacement will be solely at the owner's expense.



Products Involved: SA30, SA-30A, SA30CA and SA-30ACA

Warranty: Not applicable

If you have any questions, please contact our Customer Service Department at 920-699-2000.

This bulletin is relevant to the departments checked below. Please circulate as appropriate.

SERVICE

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WARRANTY

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SALES

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PARTS

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