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Service Bulletin 2011-02
Faulty Quick Connectors
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To our valued customers and partners:

Wood's Powr-Grip takes pride in our products and is committed to providing you with the best service available. Within the last six weeks we have noticed a substantial increase in the number of female quick connectors (stock #16056) that do not seal properly. These connectors come standard on many Powr-Grip products, including MRTA611LDC, MRTALP611LDC and MRTALPCH611LDC vacuum lifters; and they are optionally available on many other equipment products we manufacture. Prior to this latest batch, we had experienced almost no problems with this connector. The large increase in problems alarmed us, and we took immediate steps to investigate the issue with the part's manufacturer.

Our investigation has found that the latest batch was manufactured with a contamination issue. The faulty connectors had evidence of brass particles contaminating the seal. The manufacturer is looking into how this problem occurred, as well as any other potential problems that may be associated with this current batch of connectors. We are requiring this manufacturer to develop an action plan to correct the problems found, and we will not close our investigation until we receive an acceptable plan.

Since this problem surfaced, we have instituted several additional quality checks which are intended to catch any faulty connectors at the earliest stage possible in our processes. We designed the checks to be overlapping, to maximize our chances of catching problem connectors before they leave our plant. Currently we are inspecting 100% of all connectors for sealing problems upon receipt from the vendor. We will be performing this 100% inspection until we are satisfied that the problem has been resolved. We also are inspecting all subassemblies that use this connector before they are installed on equipment and after they have been installed on equipment. Finally, we are checking all connectors as part of our final inspection process prior to releasing the equipment for shipment. This means that we are checking these fittings four separate times prior to their departure from our facility. We are doing everything we can to find problem connectors and sort them out of our inspection and manufacturing processes.

Unfortunately, we are finding problem connectors at each inspection stage, indicating that some connectors passed previous inspections but did not always pass subsequent inspections. The percentage of problem connectors does steadily decrease with each inspection, but there is still a chance that connectors which passed all inspections could create leakage in the field. In such cases, the pump can be expected to cycle more frequently, in order to maintain sufficient vacuum for lifting loads. This would have a negative impact on battery life. However, as long as the pump continues to cycle properly, there would be no increased risk of equipment failure.

It is our hope that this problem will be completely resolved in the near future. In the meantime, we will happily replace any problem connectors you may have. If you have an in-house repair service, we also recommend you contact our Technical Sales Department to obtain a supply of replacement connectors.

Your continued satisfaction with Powr-Grip products is very important to us. This service bulletin is intended to provide you with the information needed to ensure that all our equipment products function correctly. We also want to assure you that we are continuously improving our processes to increase quality and reduce the chances of field failures. If you have any questions or need further assistance, please contact your dealer or a Technical Service Representative at Wood's Powr-Grip.

Sincerely,
The team at Wood's Powr-Grip