Manitowoc Parts & Service Communicator

Subject: Manitowoc Product Improvement Program
Mandatory Upgrade of K00138 Bin Casters on Specified B400/B570/B970 Bins

Affected Parts/Machines:

This communicator applies only to K00138 Bin Casters ("Affected K00138 Casters") that:

(1) were shipped prior to August 1, 2009 and

(2) which are installed on a limited number of specific serial number B400/B570/B970 Bins "Affected B400/B570/B970 Bins" are limited to:

B970 Bins with serial numbers between 110731037 and 110746133 and B970 Bins with serial numbers higher than 110748764

B400 Bins with serial numbers higher than 110687551 and a caster kit shipped before August 1, 2009

B570 Bins with serial numbers higher than 110687551 and a caster kit shipped before August 1, 2009

Purpose:

Manitowoc has learned that K00138 caster kits shipped before August 1, 2009 when used on specified serial number B400/B570/B970 Bins do not meet specifications and may fail. Manitowoc requests your assistance to immediately notify customers that Affected K00138 Casters on Affected B400/B570/B970 Bins must be immediately upgraded.

⚠ Warning

CONTINUED USE OF AFFECTED B400/B570/B970 BINS WHICH HAVE AFFECTED K00138 CASTERS COULD LEAD TO FAILURE OF THE AFFECTED K00138 CASTERS. CASTER FAILURE WILL CAUSE TIPPING OF THE B400/B570/B970 BIN AND/OR FALLING OF ANY ICE MACHINE POSITIONED ON TOP OF THE BIN, BOTH OF WHICH COULD RESULT IN SERIOUS PERSONAL INJURY AND/OR PROPERTY DAMAGE.

⚠ Warning

UNTIL THIS PRODUCT IMPROVEMENT PROGRAM/MANDATORY UPGRADE IS COMPLETED, CUSTOMERS SHOULD RESTRICT MOVEMENT OF AFFECTED B400/B570/B970 BINS AND SHOULD BLOCK UP AFFECTED B400/B570/B970 BINS WITH A SECURE OBJECT TO ENSURE THAT THE BIN CANNOT TIP AND THAT ANY ICE MACHINE ON TOP OF THE BIN CANNOT FALL.

Please contact the Manitowoc service department if you have a customer that has Affected Casters and Affected Bin as specified above.

Contact Information:

Call the appropriate number and ask for the service department.

USA - 1-800-545-5720 **EMEA - 49-277-258-0550**

Asia Region - 86-571-8688-8688