

Each shop in the country has their own rules and procedures that they follow to insure that equipment has been serviced safely and completely. Part of these rules includes how to document what service is performed on any given piece of equipment.

Though there is not a right or wrong way to document what service your shop performs, there is information that must be included in your service documentation.

The most important information is the hoist serial number. All Power Climber hoists have a serial number that identifies it as a particular hoist. Along with the hoist serial number, you may include your own internal tracking number. Serial numbers are stamped into a hoist at the time of manufacture in several different locations that are the same for each hoist of a particular model number. If you have difficulty locating where a serial number should be, please call John Purtle.

The serial number identifies when it was made, what other hoists were made at the same time and who it was sold to.

Serial numbers are referenced on product bulletins. We track serial numbers to notify owners of product changes and to identify stolen hoists.

When a hoist is serviced, you must include the serial number in the work order that your shop uses to document service. This helps insure that the hoist is serviced properly according to factory standards.

Product Bulletins

Product bulletins are sent to customers who have purchased particular models of a hoist that the bulletin applies to. Whenever your shop receives a product bulletin from the manufacturer, read the bulletin! Make sure that you and all other personnel in your company, who are responsible for this equipment, know about and understand the bulletin. If there are any questions about a product bulletin, make sure that you call the John Purtle so that your company completely understands this notice.

Bulletins from Power Climber are numbered sequentially, always taking the next number when a new bulletin is issued. If your shop had a master bulletin listing, you could always check your bulletins to make sure that you were not missing an appropriate notice.

Since they are numbered in this manner and only sent to those that might be affected, it is possible and normal that you will be missing some numbers in your company's master bulletin listing. If you ever question whether or not your bulletin listing is up to date, please make sure to call Power Climber Product Support.

Power Climber product bulletins are called service instructions and are numbered "**SI-###**" at the top right hand corner of the first page. Also in this corner is the title of the particular service instruction.

Working down from the title and number of the first page of the service instruction is, "**Application Table**". Just below that is the table itself. Inside of this table you will find the following four titles: Application, Reason, Frequency, and Priority.

The application table tells you what Power Climber product that this service instruction applies to. It will contain the necessary information to distinguish between similar products when necessary, (i.e. serial number ranges).

This table describes why this instruction is being written, how often you need to perform what ever it is discussing, as well as how important this instruction is. Sometimes these service instructions are strictly informational relating to our industry or other items that might be used with our products.

The remaining text of the bulletin provides a full description of the issue at hand and a procedure if necessary. Some service instructions are more than one page long and will have supporting information such as pictures, schematics and drawings.

Whenever you are required by a service instruction to make a change to a hoist or product during service, you should note this on your company's work order form. Include the number of the bulletin and the date that you performed this change. This will help in the accuracy of your records to insure that you are meeting the manufacturers standards.

The Need To Know

As a rule, service instructions from the manufacturer need to be presented to anyone who performs service on the equipment. These instructions should be readily available for all appropriate mechanics and service managers within your company. Depending on the content of the service instruction and your companies internal structure, bulletins may go to operations, sales or branch management.

Past service records should be available for mechanics to review history of service performed. This can be an invaluable tool in the diagnosis of some problems.

Equipment Documentation must be:

1. Accessible- to the people that have a need to know
2. Accurate- records all parts and procedures used as well as updates and/or bulletins complied with
3. Detailed- includes why the hoist is being serviced and identification numbers
4. Current- includes up to date service records and bulletin information
5. Complete- history of the hoist

For questions or comments, contact Customer Service at 1-800-560-CLIMB (2546) or customerservice@safeworks.com.