



**Emerson Commercial &
Residential Solutions**
Professional Tools

Gustav Klauke GmbH
Auf dem Knapp 46
42855 Remscheid
Germany

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**IMPORTANT SAFETY NOTICE: REQUIRED RETURN OF AFFECTED KLAUKE ORANGE TOOLS
PRODUCED FROM DECEMBER 2021 TO JANUARY 2023**

Dear Orange Tool Owner,

This is an Important Safety Notice. Gustav Klauke GmbH recently discovered that certain battery powered hydraulic Orange Tool models produced between December 2021 to January 2023 may be outfitted with a non-conforming fastening component provided by a sub-supplier that, under certain environmental conditions, could cause the tool head to loosen and detach from the tool body. If the tool head were to detach from the tool body while the Orange Tool was in use, an increased risk of personal injury or property loss could occur.

In response, Klauke has decided to issue this important Safety Notice and require all Orange Tool owners in this range to take the following actions:

1. Stop use of all Orange Tools in your possession until the instructions listed below are completed.
2. Verify whether any Orange Tool in your possession is possibly affected under this Notice by using the instructions on page 2 and 3.
3. If any of your Orange Tools are affected, stop use of such tools immediately and return them back to Klauke as instructed on page 2 and 3 for further inspection and service work by Klauke.

If your Orange Tool is affected, Klauke will provide all replacement fastening componentry installation service, inspection and free pickup and return shipping.

AFFECTED TOOL IDENTIFICATION INSTRUCTIONS

STEP 1 – Remove the battery from the Orange Tool unit in question and identify the two character Date Code listed on the second row on the serial number label, as pictured below (see, Figure 1).



Figure 1 – Date Code Location



Figure 2 – Green Dot Location

STEP 2 – look for the presence of a Green Dot in the corner next to the serial number label (figure 2)

STEP 3 – If the two characters Date Code listed on the second row of the serial number label appearing are: **Q1, RN, RP, RQ, RR, RS, RT, RV, RW, RX, RY, RZ, R1** or **SN**, and no Green Dot is present your Orange Tool is affected and must be returned to Klauke. Do not continue to use the Orange Tool. Contact Klauke using the information provided below.

This announcement is not applicable if your unit contains a Green Dot in the corner next to the serial number label and your Orange Tool falls into the possibly affected product range. In this case your unit has already been reworked by Klauke. If your unit's date code does not fall into the above date range your unit is also not affected by this announcement.

If your unit does not contain a Green Dot and the date code appearing second row of the serial number label is: **Q1, RN, RP, RQ, RR, RS, RT, RV, RW, RX, RY, RZ, R1** or **SN** your Orange Tool is affected and must be returned to Klauke. Do not continue to use the affected Orange Tool. You must immediately contact our Klauke service organization in your region. Contact information you will find on our homepage <https://www.klauke.com/de/en/service-centre-and-repairs>.

Yours sincerely,
Gustav Klauke GmbH