



REFERENCE NUMBER: HMT-0103-00-E

SUBJECT: RECALL #33 P SERIES – CYLINDER HOOK & SECONDARY HOOK CAMS

EFFECTIVE DATE: May 2nd, 2006

APPLICABLE SERIES: P

APPLICABLE SERIAL NUMBERS: Various see below

It was brought to Hydro Mobile's attention that the performance of the cams for the P Series cylinder hook and secondary hook is not adequate on the 10ft/min model introduced in January 2006. Due to the traveling speed and the cam profile, the life of the bearing is shortened and a failure could result in a fall. Hydro Mobile has designed a new cam profile that will ensure trouble-free performance. All cylinder hook cams and secondary hook cams on all 10ft/min P Series must be replaced immediately to ensure a safe and problem-free operation of this motorized unit. **Failure to perform this recall immediately could result in erratic operation, serious injuries or even death.**

This recall can be performed as follows:

1- For all 10ft/min P Series motorized units with serial # PU0050, PU0105 to PU0114, PU0171 to PU0180, PU0184, PU0220 to PU0261, PU0264, PU0265, PU0268, PU0271, PU0276, PU0279, PU0282, PU0287, PU0288, PU0295

- Replace the cylinder hook cam ass'y with the new unit provided.
- Replace the secondary hook cam ass'y with the new unit provided.
- Inspect spring pin on secondary hook and cylinder hook, replace if it is damaged.
- Recuperate old cylinder hook and secondary hook cams.
- Fill Recall Completion form and send it back Hydro Mobile offices.

The Recall Completion form must be filled out and returned to Hydro Mobile offices. The procedure and material pertaining to the recall are attached herein.

Upon additional request, Hydro Mobile will provide the material to perform the recall on other P Series motorized units for every unit serial number submitted. Hydro Mobile will also credit ¼ hour at the regular warranty rate of 50\$/hour of labor for each retrofitted P Series motorized unit upon return of the **Recall Completion** form. Note that travel time expenses will not be subject to reimbursement. Hydro Mobile will issue a one-time credit once all units have been retrofitted and all Recall Completion forms have been returned to Hydro Mobile's Canadian offices.

We truly regret any inconvenience this situation may have caused. We would appreciate any comments or questions you may have regarding this recall. Our Customer Service representatives can be reached toll free at 1-888-484-9376.

OBJECT OF RECALL: P SERIES – CYLINDER AND SECONDARY HOOK CAMS

This confirms that the P Series cylinder and secondary hook cams recall has been performed on the following motorized unit:

P Series unit serial number **P-** _____

Date _____

Distributor _____

Unit owner _____

Recall performed by _____

	Yes	No
Cylinder cam ass'y replaced	<input type="checkbox"/>	<input type="checkbox"/>
Secondary hook cam ass'y replaced	<input type="checkbox"/>	<input type="checkbox"/>
Spring pins inspected and ok	<input type="checkbox"/>	<input type="checkbox"/>
Old cams recuperated	<input type="checkbox"/>	<input type="checkbox"/>

NOTE: This Recall Completion form must be filled out and returned to Hydro Mobile offices.



To: Distributors' Network
From: R&D and Engineering Department
CC: Regional Managers and Marketing Department
Date: July 13th, 2007

Subject: SECOND NOTICE FOR P SERIES – CYLINDER HOOK & SECONDARY HOOK CAMS

This is a second notice to remind you that this recall is very important and must be performed right away. Please note that you must return the recall completion form in order to confirm that this recall has been performed. All parts to perform this recall have been sent to distributor in May 2006.

The performance of the cams for the P Series cylinder hook and secondary hook is not adequate on the 10ft/min model introduced in January 2006. Due to the traveling speed and the cam profile, the life of the bearing is shortened and a failure could result in a fall. Hydro Mobile has designed a new cam profile that will ensure trouble-free performance. All cylinder hook cams and secondary hook cams on all 10ft/min P Series must be replaced immediately to ensure a safe and problem-free operation of this motorized unit. **Failure to perform this recall immediately could result in erratic operation, serious injuries or even death.**

This recall can be performed as follows:

1- For all 10ft/min P Series motorized units with serial # PU0050, PU0105 to PU0114, PU0171 to PU0180, PU0184, PU0220 to PU0261, PU0264, PU0265, PU0268, PU0271, PU0276, PU0279, PU0282, PU0287, PU0288, PU0295

- Replace the cylinder hook cam ass'y with the new unit provided.
- Replace the secondary hook cam ass'y with the new unit provided.
- Inspect spring pin on secondary hook and cylinder hook, replace if it is damaged.
- Recuperate old cylinder hook and secondary hook cams.
- Fill Recall Completion form and send it back Hydro Mobile offices.

The Recall Completion form must be filled out and returned to Hydro Mobile offices. The procedure and material pertaining to the recall have already been shipped to you in May 2006.

Upon additional request, Hydro Mobile will provide the material to perform the recall on other P Series motorized units for every unit serial number submitted. Hydro Mobile will also credit ¼ hour at the regular warranty rate of 50\$/hour of labor for each retrofitted P Series motorized unit upon return of the **Recall Completion** form. Note that travel time expenses will not be subject to reimbursement. Hydro Mobile will issue a one-time credit once all units have been retrofitted and all Recall Completion forms have been returned to Hydro Mobile's Canadian offices. We truly regret any inconvenience this situation may have caused. We would appreciate any comments or questions you may have regarding this recall. Our Customer Service representatives can be reached toll free at 1-888-484-9376.



To: Distributors' Network
From: R&D and Engineering Department
CC: Regional Managers and Marketing Department
Date: October 1st, 2007

Subject: FINAL NOTICE FOR P SERIES – CYLINDER HOOK & SECONDARY HOOK CAMS

This is a third & final notice to remind you that this recall is very important and must be performed right away. Please note that you must return the recall completion form in order to confirm that this recall has been performed. All parts to perform this recall have been sent to distributor in May 2006.

For this recall to be eligible for a labor reimbursement, all Recall Completion forms must be returned to Hydro Mobile offices before November 1st 2007.

The performance of the cams for the P Series cylinder hook and secondary hook is not adequate on the 10ft/min model introduced in January 2006. Due to the traveling speed and the cam profile, the life of the bearing is shortened and a failure could result in a fall. Hydro Mobile has designed a new cam profile that will ensure trouble-free performance. All cylinder hook cams and secondary hook cams on all 10ft/min P Series must be replaced immediately to ensure a safe and problem-free operation of this motorized unit. **Failure to perform this recall immediately could result in erratic operation, serious injuries or even death.**

This recall can be performed as follows:

1- For all 10ft/min P Series motorized units with serial # PU0050, PU0105 to PU0114, PU0171 to PU0180, PU0184, PU0220 to PU0261, PU0264, PU0265, PU0268, PU0271, PU0276, PU0279, PU0282, PU0287, PU0288, PU0295

- Replace the cylinder hook cam ass'y with the new unit provided.
- Replace the secondary hook cam ass'y with the new unit provided.
- Inspect spring pin on secondary hook and cylinder hook, replace if it is damaged.
- Recuperate old cylinder hook and secondary hook cams.
- Fill Recall Completion form and send it back Hydro Mobile offices.

The Recall Completion form must be filled out and returned to Hydro Mobile offices. The procedure and material pertaining to the recall have already been shipped to you in May 2006.

Upon additional request, Hydro Mobile will provide the material to perform the recall on other P Series motorized units for every unit serial number submitted. Hydro Mobile will also credit ¼ hour at the regular warranty rate of 50\$/hour of labor for each retrofitted P Series motorized unit upon return of the **Recall Completion** form. Note that travel time expenses will not be subject to reimbursement. Hydro Mobile will issue a one-time credit once all units have been retrofitted and all Recall Completion forms have been returned to Hydro Mobile's Canadian offices. We truly regret any inconvenience this situation may have caused. We would appreciate any comments or questions you may have regarding this recall. Our Customer Service representatives can be reached toll free at 1-888-484-9376.