



IMPORTANT SAFETY NOTICE FOR GREENLEE® ORANGE TOOLS

THIS NOTICE APPLIES TO:

- Greenlee Orange Tools models EK425VX & ECS50HVX produced between December 2021 and January 2023

Dear Orange Tool Owner,

This is an Important Safety Notice. Greenlee Tools, Inc. recently discovered that two of its battery powered hydraulic Orange Tool models EK425VX & ECS50HVX 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, Greenlee has decided to issue this important Safety Notice and require all Orange Tool purchasers in this date 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 Greenlee as instructed on page 2 and 3 for further inspection and service work by Greenlee.

If your Orange Tool is affected, Greenlee will provide all replacement fastening componentry installation service, inspection and pickup and return shipping to you free of charge.

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 character 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 Greenlee. Do not continue to use the Orange Tool. Contact Greenlee 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 Greenlee. 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 Greenlee. Do not continue to use the affected Orange Tool. You must immediately contact Greenlee Technical Service, either via email at ProToolsTechService@emerson.com or by phone at 844-789-8665 to arrange for a free shipping code to send the Orange Tool back to Greenlee for inspection and service work. Greenlee will return the Orange Tool to you at no charge once the inspection and service is completed.



Should you have additional questions or need help determining if your Orange Tool unit is affected, please contact Greenlee Technical Service, either via email at ProToolsTechService@emerson.com or by phone at 844-789-8665 for assistance.

Sincerely

Greenlee Tools, Inc.