

## Important Safety Notice

### Greenlee G10 Tugger® Cable Pullers with Serial Numbers 00001 to 00092



Figure 1 – G10 Cable Puller



Figure 2 –Serial Number Location on G10 Cable Puller



Figure 3 - Serial Number Plate w/ Green Dot Showing Software Update Completed

May 28, 2021

**This is a Product Safety Notice.** Greenlee recently determined that the software in G10 Cable Puller units could cause the machines to continue running when the footswitch is released under certain loading conditions. This circumstance could cause the user to **lose control of the cable puller and may result in severe injury.**

Affected G10 Pullers can be identified by checking the five-digit serial number of the machine (see, Figure 2). If the serial number on machine is between 00001 and 00092, the machine is affected and requires a software update performed by a Greenlee technician. Do not use the machine until the software update is completed by Greenlee.

Do not use these G10 Cable Pullers until they have been reworked in-person with the updated software by Greenlee and have received a green dot decal on its serial number sticker as pictured in Figure 3. Contact Greenlee Technical Services at 800-435-0786 or via email at [grntechnicalsupport@emerson.com](mailto:grntechnicalsupport@emerson.com) to arrange for the software upgrade at your site by Greenlee. After your Cable Puller's software has been updated by Greenlee and received the green dot service confirmation decal pictured in Figure 3, or if your machine's serial numbers fall outside of the range of 00001 to 00092, the G10 Cable Puller may be used.

Thank you for your cooperation and we regret any inconvenience that this may have caused you. If you have any questions, please contact Greenlee Technical Services at 800-435-0786 or via email at [grntechnicalsupport@emerson.com](mailto:grntechnicalsupport@emerson.com).