

IMPORTANT SAFETY NOTICE FOR HDE® / Greenlee®

THIS NOTICE APPLIES TO:

- Lookout® Voltage Detectors
 - Lookout Operator Units
 - Lookout 12V Chargers
- Made On or Before July 1, 2022.



Figure 1 – Lookout Voltage Detector (yellow) Cat # LO-01 & Lookout Operator Unit (orange) Cat # LO-OP



Figure 2 – Lookout 12V Charger, Cat. # LOC-01

September 15, 2022

This is an Important Safety Notice. Greenlee/HDE recently identified two potential issues with its Lookout series products, comprised of the Lookout Voltage Detectors and Lookout Operator Units (“Lookouts”, see Figure 1) and the Lookout’s 12V charger (“12V Chargers”, see Figure 2).

- 1) The software in Lookouts may not detect an improper antenna connection. An improper antenna connection could lead to the Lookouts not detecting the electrical fields which would indicate the presence of live wires and therefore may result in increased risk of electric shock and/or severe personal injury.
- 2) The 12V Chargers contain a plug which, when plugged in, could generate excessive heat that may result in plug damage, a fire or other thermal event and/or personal injury.

Please take immediate steps to determine if you have any affected Lookouts and/or 12V Chargers in your possession. **All Lookouts made before July 1, 2022 are affected.** Affected Lookouts can be identified by inspecting the serial number on the back of the Lookouts. The four digits after “100LO” or “100LOOP” are the date code (Figure 3) showing week and year of production. If the four-digit date code indicates a Lookout made **before** July 1, 2022 (Week 27, 2022, date code 2722 or earlier), the Lookout unit is affected. Do not use an affected Lookout until it has been reworked by Greenlee/HDE.



Figure 3 - Affected Lookout unit example showing serial number location. The four digits after “100LO” or “100LOOP” correspond to week and year of production, here 3418 = 34th week, 2018

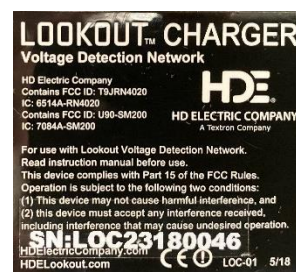


Figure 4 – Affected Lookout 12V Charger example showing serial number location. The four digits after “LOC” correspond to week and year of production, here 2318 = 23rd week, 2018.

Similarly, **all Lookout 12V Chargers made before July 1, 2022 are affected**. Affected 12V Chargers can be identified by inspecting the serial number on the back of the 12V Chargers. The four digits after “LOC” are the date code (Figure 4) showing week and year of production. If the four-digit date code indicates a 12V Charger made before July 1, 2022 (Week 27, 2022, date code 2722 or earlier) the 12V Charger is affected. Do not use an affected 12V Charger until reworked by Greenlee/HDE.

Do not use affected Lookout units or affected 12V Chargers until reworked by Greenlee/ HDE.

HOW TO TAKE ACTION ON AFFECTED PRODUCTS: Contact Greenlee Technical Services at 800-435-0786 or via email at grntechnicalsupport@emerson.com to arrange for FREE rework and roundtrip FREE shipping of the Lookout Units and 12V Chargers. Replacement units or a refund may also be available. Due to the limited number of replacement units currently available, a replacement unit may take longer to ship than a reworked unit.

Lookouts and 12V Chargers not subject to this Notice: If the Lookout serial number date code (Figure 2) indicates the Lookout was made after July 1, 2022 (Week 28, 2022, date code 2822 or later) or has a green software update decal shown in Figure 5, the Lookout is not subject to this notice or has already been reworked. If the 12V Charger serial number date code (Figure 4) indicates the 12V Charger was made after July 1, 2022 (Week 28, 2022, date code 2822 or later) or has the updated plug shown in Figure 6, the Charger is not subject to this safety notice or has already been reworked.



Figure 5 – Lookout Unit with green software update decal



Figure 6 - Lookout Charger, updated 12V plug - not subject to safety notice

Do not use affected Lookouts and 12V Chargers units until they have been reworked by Greenlee. Contact Greenlee/HDE Technical Services at 800-435-0786 or via email at grntechnicalsupport@emerson.com to arrange for free rework and free roundtrip shipping of your affected Lookout and 12V Charger units. Thank you for your cooperation and we regret any inconvenience this may have caused you. If you are uncertain about whether your Lookouts or 12V Chargers are subject to this Safety Notice, or if you have any other questions, please contact Greenlee Technical Services as soon as possible.

Sincerely

Greenlee Tools, Inc.