

604 Jeffers Circle Exton, PA 19341 (tel) 610-941-4333 (fax) 610-941-4336

OPERATING & INSTRUCTION MANUAL

PARTS MANUAL INCLUDED

MODEL: HD-400 SERIES

* IMPORTANT * Retain This Manual

for instructions on assembly and operation of HOIST

READ THIS MANUAL CAREFULLY BEFORE ATTEMPTING TO ASSEMBLE OR OPERATE. FAILURE TO COMPLY WITH INSTRUCTIONS MAY CAUSE THE HOIST TO MALFUNCTION AND MAY RESULT IN PERSONAL INJURY.

SEE WARRANTY INSIDE BACK COVER

Safety Hoist Company

LIMITED WARRANTY

Safety Hoist Company, including its affiliates, subsidiaries, and parent company (collectively the "Seller") warrants to you (the "Buyer"), that the hoist ("Hoist") manufactured by Seller is free of defects in material and workmanship. (The term "Buyer" does not include <u>dealers</u> or <u>distributors</u>, nor does it include any <u>purchaser by resale</u> or purchase of Remanufactured Equipment).

Buyer must notify Seller within one (1) year from the Buyer's date of purchase of the Hoist of any such defects (the "Warranty Period"), and return the Hoist to Seller at Buyer's sole expense. Seller shall, at its option, repair the Hoist or replace it with a Hoist of comparable value. The Buyer shall return the Hoist to: (Call for Shipping Address 610-941-4333).

If the Seller replaces the Hoist, the original Hoist shall be retained and disposed of by the Seller.

In either case, the Warranty Period for the repaired or replaced Hoist shall extend after the date of repair or replacement for a time equal to the amount of time the item was in transit to the Seller, plus repair time. If Buyer does not notify Seller of such defects, whether patent or latent, within the Warranty Period, Seller shall have no further liability or obligation to Buyer. In no event shall Seller's liability under this warranty exceed the original purchase price of the Hoist, which is subject to a proper notice of defects. To exercise your rights under this warranty, you, the Buyer, <u>must provide the original sales receipt</u> when making a claim.

COVERAGE EXCLUSIONS AND LIMITATIONS

This Limited Warranty does <u>not</u> cover defects caused by damage to the Hoist, while in Buyer's possession, resulting from, but not limited to, Buyer's 1) unreasonable use, misuse, or abuse of the Hoist, 2) improper maintenance, 3) use, which is not the intended use of the Hoist, or 4) failure to follow the applicable instructions, guidelines, and/or manuals provided by Seller with the Hoist. Proper care and use are essential to preserving your rights under this warranty.

MOTOR/ ENGINE EXCLUSION

This Limited Warranty specifically excludes the repair and/or replacement of the motor/engine, which may be covered by a separate warranty provided by the manufacturer of the motor/engine. The terms of the warranty of the motor/engine are provided in the separate instruction manual for that component.

EXCLUSIVITY OF LIMITED WARRANTY

THE REMEDIES PROVIDED IN THE ABOVE EXPRESS LIMITED WARRANTY ARE THE <u>SOLE AND EXCLUSIVE REMEDIES</u> AVAILABLE TO YOU. Seller shall not be liable to Buyer for any other express warranties provided or made by dealers, contractors, distributors, or other third-parties.

All implied warranties, including but not limited to any implied warranty of merchantability or fitness for a particular purpose or use, are limited in duration to one (1) year from the date of original purchase by the consumer. All other implied warranties are specifically excluded.

Buyer's recovery for damages resulting from any and all causes whatsoever, including but not limited to, breach of contract, breach of warranty, negligence, or strict product liability, will be exclusively limited to the repair <u>or</u> replacement of the hoist with respect to which losses or damages are claimed. (Or to a refund of any purchase price paid to the seller for the hoist.)

IN NO EVENT WILL SELLER BE LIABLE TO ANY BUYER OR USER OF THE HOIST FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OR FOR ANY OTHER DAMAGES TO THE PROPERTY OR PERSON OF THE BUYER OR USER.

Some states do not allow exclusions or limitations of incidental or consequential damages or limitation of the duration of the implied warranties, so the above limitation may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

The warranties, disclaimers, and exclusions contained herein shall be construed in accordance with and governed by the laws of the commonwealth of Pennsylvania. Any dispute related to the warranties, disclaimers, and/or exclusions contained herein shall be filed with the Montgomery county court of common pleas in the commonwealth of Pennsylvania.

SAFETY HOIST CO.

OPERATING & INSTRUCTION MANUAL FOR ALL HD-400 SERIES PLATFORM HOIST

IMPORTANT

Retain this Manual for instructions on assembly and operation of this hoist.

Read this entire manual carefully before attempting to assemble or operate this hoist. Failure to comply with these instructions may cause the hoist to malfunction and may result in injury to persons and / or property.



Note: Warranty on Last Page of Manual

Safety Hoist Company, 604 Jeffers Circle, Exton PA 19341 610-941-4333

Safety Hoist Company, Inc. Hoist Manual

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EVERY TIME SET UP INSTRUCTIONS

IMPORTANT

EVERY TIME A HOIST IS SET UP FOR OPERATION:

- 1. CHECK OIL IN ENGINE AND GEAR BOX BEFORE STARTING ENGINE. REMEMBER TO CHANGE THE OIL IN THE ENGINE AT LEAST EVERY 50 TO 100 HOURS MAXIMUM.
- 2. INSPECT WINCH DRUM AND BRAKE BAND. INSPECT WINCH DRUM TO MAKE SURE THAT CABLE IS WOUND SMOOTHLY WITH NO CROSSOVERS. IF THERE ARE ANY, RELEASE THE BRAKE AND PULL OFF ENOUGH CABLE TO ELIMINATE THE CROSSOVERS. THEN WITH A LEATHER GLOVE, CAREFULLY WIND THE CABLE BACK ON THE DRUM TO PREVENT CABLE KINKING.
- 3. INSPECT THE BRAKE BAND TO MAKE SURE IT'S IN GOOD CONDITIONS WITH NO CUTS OR TEARS. MAKE SURE NO OIL OR MUD HAS GOTTEN ONTO THE BRAKE BAND WHICH WILL CAUSE THE BRAKE TO SLIP.
- 4. TEST THE BRAKE. PUT ONE BUNDLE OF SHINGLES (OR ABOUT 70 TO 100 POUNDS) ON THE PLATFORM. ONLY LIFT IT TWO OR THREE FEET TO MAKE SURE THE BRAKE IS CLEAN AND WORKING THEN LOWER THE LOAD SLOWLY. DO THIS AT LEAST SIX TIMES BEFORE TRYING TO LIFT A LOAD HEAVIER THAN TEST LOAD. ONCE YOU ARE CERTAIN THE BRAKE WILL HOLD, THEN RAISE THE LOAD YOU ARE TRYING TO LIFT A FEW FEET. STOP RAISING THE LOAD WAIT A MINUTE TO MAKE SURE THE LOAD DOESN'T SLIP. THIS WILL VERIFY THAT THE BRAKE IS WORKING PROPERLY.

SAFETY INSTRUCTIONS

- A. THESE SAFETY INSTRUCTIONS AND WARNINGS ARE NOT SUBSTITUTES FOR ROUTINE ACCIDENT PREVENTION MEASURES WHICH MUST ALSO BE OBSERVED TO AVOID POTENTIAL RISKS AND HAZARDS. FAILURE TO OBEY THESE SAFETY WARNINGS MAY RESULT IN INJURY TO YOU OR OTHERS, OR DAMAGE TO THE HOIST.
- 1. DO NOT USE OR PLACE THIS METAL HOIST IN ANY AREA WHERE IT COULD COME IN CONTACT WITH ELECTRICAL WIRING CIRCUITS OR OTHER HAZARDS!!!!
- 2. <u>Transporting your Hoist:</u> Avoid damage to Hoist Operating parts by securing hoist to truck bed with cord rope or bungee cord. Damaged parts MAY make hoist not safe to operate. Note: Transporting hoist in rain may cause road oils to be deposited on brake band and or brake pulley. Cover brake area with plastic sheet and inspect prior to use. See Set Up Instructions.
- 3. When unpacking Hoist component parts, inspect carefully for any damage that may have occurred during transport. DO NOT ASSEMBLE OR USE THE HOIST IF ANY PARTS ARE DAMAGED!! Return the damaged part to the place of purchase for replacement.
- 4. Observed all labels and instructions attached to various parts of the Hoist.
- 5. For Safe Operation use only parts, attachments and accessories supplied by the Manufacturer for use with this Hoist.
- 6. Check assembled parts (splice plates, bolts, engine mounting, belts, pulleys, hoist cable, Etc.) for proper tightness and fit before using the Hoist, and during frequent periods of use, be certain the equipment is in safe working condition. Recheck for bolt tightness after every 4 hours of operation.
- 7. Never place the Hoist on a slippery, uneven or unstable surface. Make sure the Hoist is properly braced against a building or solid abutment at the correct angle as described herein. Base of hoist should be one (1) foot away from the building for every (4) four feet of building height.
- 8. Keep the area around the base of the Hoist clear of debris to avoid slipping, tripping or falling against the Hoist.
- 9. Handle fuel with care. It is extremely flammable and highly explosive under certain conditions.
 - a. Never smoke or allow open flames or sparks to be present in the vicinity of the when the fuel tank is being filled.
 - b. Use an approved fuel container

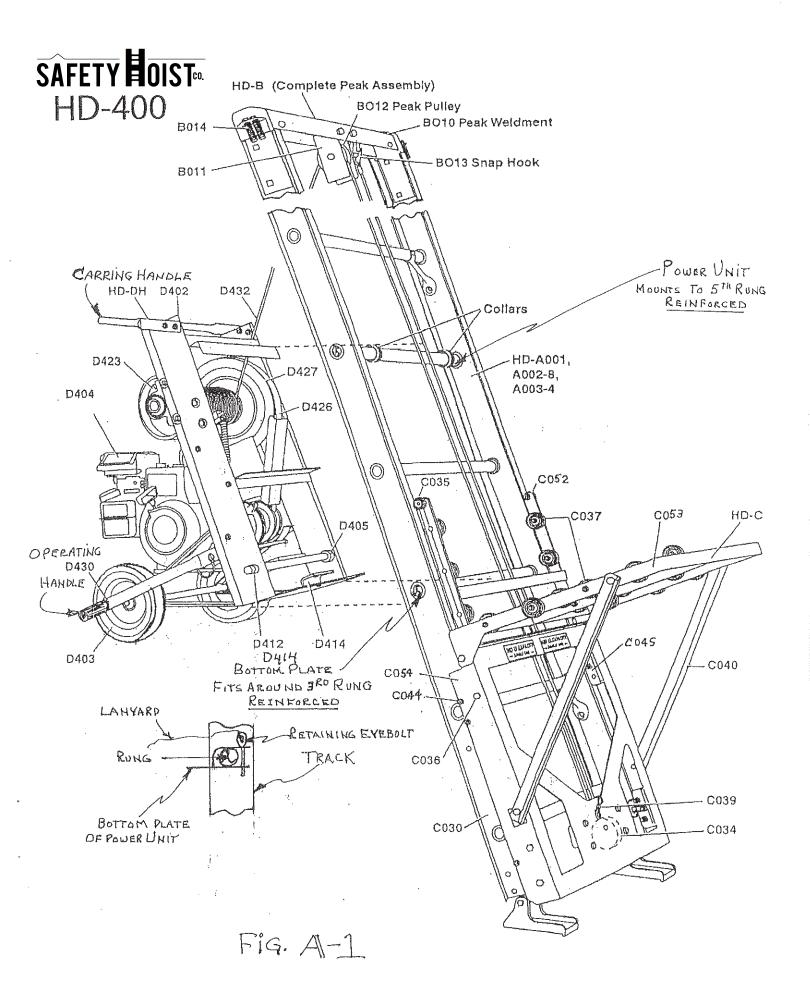
- c. Never add fuel to a hot or running engine.
- d. Replace fuel caps of the supply container and the engine fuel tank and wipe up any spilled fuel before starting the engine.

B. SAFE OPERATION PROCEDURE

- 1. DO NOT ALLOW ANYONE TO OPERATE THE HOIST WHO HAS NOT BEEN PROPERLY AND THOROUGHLY TRAINED IN ITS OPERATION AND USE, IN ACCORDANCE WITH SAFETY HOIST OPERATING INSTRUCTIONS.
- 2. Never operate the engine indoors. Exhaust fumes can be hazardous in enclosed areas.
- 3. ONLY USE THE HOIST TO LIFT MATERIALS!!!! THE HOIST SHOULD NEVER BE USED TO TRANSPORT A PERSON FROM ONE ELEVATION TO ANOTHER!!!! DO NOT USE HOIST FOR LOWERING ANYTHING.
- 4. The MAXIMUM CAPACITY OF THE HOIST IS 400 POUNDS when using double line. The capacity is 200 POUNDS when using single line. See "Stringing the Cable" further on.
- 5. KEEP HANDS, FEET, OTHER BODY PARTS AND CLOTHING AWAY FROM THE TRACK AND MOVING OR ROTATING PARTS OF THE HOIST WHEN STARTING THE ENGINE OR OPERATING THE HOIST.
- 6. Do not allow any one to work or walk around or under the Hoist when in operation.
- 7. Do not use the Hoist to lift buckets of hot asphalt or any other hot, or liquid substance, unless contents are in a closed and sealed container.
- 8. Always turn off the engine when you leave the vicinity of the Hoist.

C. DISASSEMBLY AND STORAGE

- 1. After you turn off the engine, wait for all moving parts to stop and for the engine to cool before disassembling.
- Disconnect the Spark Plug Wire from the Spark Plug.
- 3. Never store the Engine or Power Unit in an enclosed area with fuel in the tank or where flames or sparks may be present. Store the Power Unit in an upright position to prevent gas and oil from leaking out.
- 4. Hang the track sections from a side wall to prevent damage.



GENERAL SPECIFICATIONS:

- ** Gasoline Engine (Briggs and Stratton or Honda)
- **400 LB Maximum Capacity
- **150 ft. 5/32" Diameter Steel/Galvanized Air Craft Cable
- **100% Ball Bearing Winch
- **Steel Carriage w/Nylon Rollers
- **28ft. Aluminum Track Sections (1-8ft w/ feet, 2-8ft and 1-4ft.
- ** Unit -Contains Engine, Brake System, Operating Handle, Winch Drum

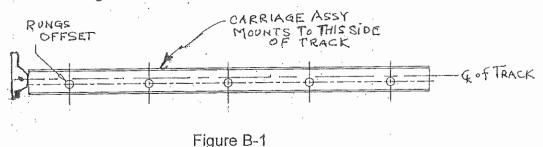
III. HOIST ASSEMBLY AND OPERATION HD-400 SERIES

A. HOW TO MOUNT THE CARRIAGE HANDLE TO THE POWER UNIT AND HOW TO ASSEMBLE THE CARRIAGE ASSEMBLY.

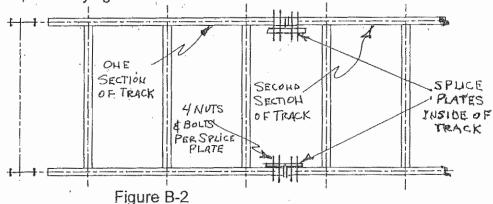
- Locate fastener package- with Nine 3/8 x 1 ¼ bolts, Five 3/8 x ¾ Bolts, and 5 Locknuts. Also locate the Power Unit Carrying Handle, Figure A-1 and 2 Diagonal Braces as shown in Figure A-2.
- 2. Mount the Power Unit Carrying Handle using Four 3/8-16X3/4 Bolts and Lock Nuts. As shown in Figure A-1.
- 3. The Carriage is made up from the Trolley, the Deck and the Flap. Place Trolley on ground with roller wheels down,-see Figure A-2 for Identification of parts to be assembled.
- 4. The Deck and the Flap are shipped assembled. Take the open side of the Deck, place it over the Trolley and align the <u>deck mounting</u> holes with matching holes on the trolley use 2- 3/8-16 x 1 ½ bolts and lock nuts in deck holes Marked "D.
- 5. Mount the diagonal braces to each sides of trolley with brace angle pointing inwards using Two 3/8-16 x 1 ½ bolts and lock nuts in trolley holes Marked "A". See Figure A-2
- 6. Rotate deck to a vertical position, 90 degrees to the trolley and fasten diagonal braces to the deck using Two 3/8-16 x 1 ¼ bolt and lock nuts in deck holes Marked "A".
- 7. Turn whole assembly over and tighten all six 3/8-16 lock nuts.

Note: Holes Marked "B" & "C" are for mounting Plywood Carriers or Gravel 8. CENTER LINE OF Hopper Accessories. HOIST DECK HOLE "他" HOLE. "D" Figure A-2 TROLLEY A-A DIAGONAL DIAGONAL BRACES BRACE HOLE (Z REQ.)

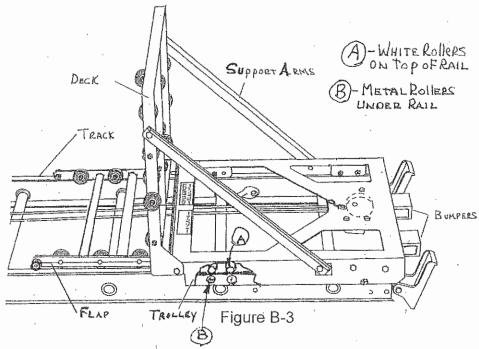
- B. HOW TO ASSEMBLE THE TRACK SECTIONS OF THE HOIST. THIS WORK IS COMPLETED ON THE GROUND.
- 1. Notice that the Rungs on the Track Sections are closer to one edge of the track than the other. See Figure B-1



- See chart in Figure B-2 to determine how many Track Sections are required to reach the proper height for the job, lay the Track Sections on the ground with the Rungs <u>Closer</u> to the ground. The first section is the Base section and will have free swinging metal feet, see Figure B-1.
- 3. Install the Splice Plates on the INSIDE of the Track Sections making sure to use the fasteners, securely tightened.



4. Before installing the assembled Carriage onto the track, make sure all wheels and bearings spin freely. Install the assembled Carriage onto the assembled Track Sections making sure the Large Flat White Rollers ride on TOP, and the Small Metal Rollers ride UNDER the edge of the top rail of the Track Sections. See Figure B-3



- 5. The Carriage Assembly should roll freely the full length of the assembled Track Sections. If the Carriage binds at any point call your dealer or the factory immediately. DO NOT PLACE THE HOIST IN OPERATION IF THE CARRIAGE BINDS UP until the reason for the bending is determined.
- 6. Install the Peak on the top Section using the fastener provided.
- 7. Raise the assembled Track Sections to the roof with the base the proper distance from the base of the building. Refer to the chart in this manual (Figure E-1), 1 foot out for every 4 foot up. Make sure the base Track Section feet are positioned correctly for stability. Using a rope, have someone on the roof pull the peak end of the hoist up while a person on the ground raises the hoist to the desired position. The person on the roof uses the rope to guide the end of the hoist past the edge of the roof.
- 8. Secure the track to the roof with a rope. Tie the rope to a rung or the peak and then secure other end of rope to the building. Do not tie to the rail because the rope will interfere with the travel of the Carriage.

C. INSTALLING THE POWER UNIT

- 1. Before mounting Power Unit check engine oil level of engine and gearbox. The hoist must be raised into position before you can install the power unit.
- 2. Wheel the Power Unit to the back-side of the Base Track Section, lift it and hang the unit on The Fifth rung (reinforced) of the Track Section between the collars. Pull the bottom of the Power Unit in until the frame is against the Track Rungs. Insert the Locking Pin through the holes in the bottom of the unit, locking the Frame in place against the Track Rung. Make sure the locking pin and the lanyard do not interfere with the movement of the carriage.

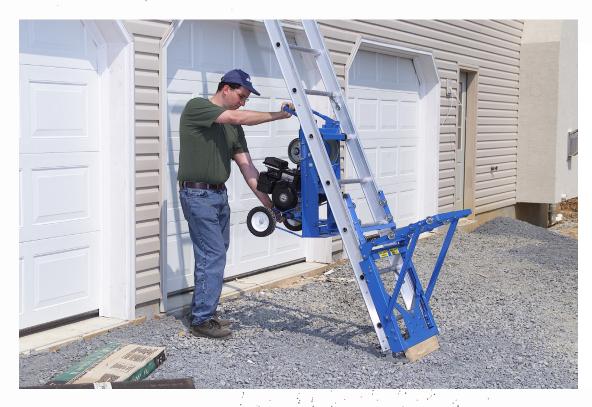


Figure C-1

3. Install the Operating Handle over the Actuator (pivoting) Bar and secure with the Hitch Pin. Make sure the handle is properly fastened so it will not fall off during operation. See diagram at front of manual, (Fig. A-I)

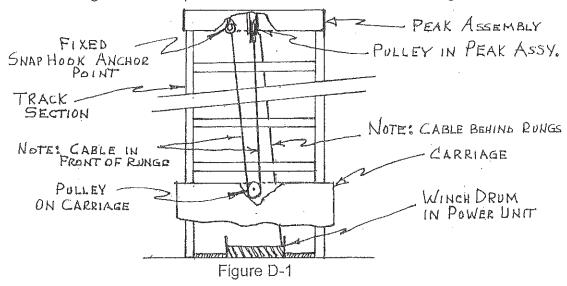
D. STRINGING THE CABLE - <u>DO NOT</u> START ENGINE

1. After the hoist has been lifted into position, and the Power Unit has been hung onto the base section, you can string the hoist cable. Attach a rope to the thimble at the loose end of the cable. Give the rope to a person on the roof. Pull the cable off of the winch drum. To do this someone on the ground must push down on

operating handle to release the brake. The person on the roof must pull the rope and then the cable up the back side of the hoist. The side facing the building. Then push the thimble through the pulley support and down the front of the hoist.

2. Next run the cable through the pulley on the Carriage and pull the cable back to the top of the Track Sections and affix the cable end to the Snap Hook on the Peak

Note: Raising 400 lb. Requires this "Double-Line Pull". See Figure D-1



3. During the stringing of the cable, maintain tension on the cable so that the cable unwinds from the Winch Drum in an orderly manner. Press down on the Operating handle very lightly to maintain some brake pressure. The hoist should not be operated with the cable wound in a Cris-Cross or overlapping fashion.

E. OPERATION OF YOUR SAFETY HOIST

PLEASE NOTE: Your Safety Hoist features a SINGLE OPERATING HANDLE which when <u>LIFTED</u>, tightens the drive belt, raising the carriage. Releasing the Operating Handle allows the brake to hold the carriage in place. When the Operating Handle is pressed <u>DOWN</u>, IT RELEASES THE BRAKE allowing gravity to bring the carriage down.

WARNING: The Brake on your SAFETY HOIST is on all the time, it is unidirectional and self-adjusting. The Brake is controlled by a fulcrum which pivots, with a tensioning spring at the one end, and a release wire at the opposite end. When the Operating Handle is in the neutral position, the release wire should have at least 1/8" of free movement up and down. THE BRAKE IS ADJUSTED AT THE FACTORY AND NO ATTEMPT SHOULD BE MADE TO RE-ADJUST IT WITHOUT CONSULTING THE FACTORY. NEVER OPERATE THE HOIST IF OIL OR FUEL HAS BEEN SPILLED ON THE BRAKE. THE BRAKE BAND MAY HAVE TO BE REPLACED.

TEST LOAD

- Load the carriage taking care that the load is balanced and the hoist should be secured to building. <u>LOAD MUST BE CENTERED ON DECK</u>. Test load should be approximately 70 pounds.
- 2. Start the engine, and with the carriage properly loaded, raise the carriage 2 or 3 feet by <u>lifting</u> the Operating Handle. Then release the Handle. THE CARRIAGE SHOULD STOP IMMEDIATELY AND REMAIN THERE WITH NO SLIPPAGE OR MOVEMENT. (If the carriage slips downward, call your Dealer or the Factory Immediately). Repeat this procedure several times to ensure the Brake is functioning properly. This test should be run each time you put your SAFETY HOIST in operation to make sure it has not been damaged or knocked out of adjustment during transport or set-up.

OPERATION

- 3. Operation of the hoist is very simple. Load the Carriage as before. Always remember the load limit for the HD-400 hoist is 400 pounds.
 - a. Raise the load by pulling up on the Operating handle. This engages the Engine pulley and the winch drum pulley, thereby lifting the load.
 - b. To stop the load, just stop pulling up on the Operating handle.
 - c. Unload the material on the Carriage. When the Carriage reaches the top of the hoist, the Flap will ride over the Peak and lie flat. This extends the Deck of the Carriage and allows the material to slid off away from the edge of the roof. The wheels on the Deck and Flap allow heavy loads to slide easily.
 - d. Lower the empty Carriage by GENTLY pushing down on the Operating handle. This action releases the brake which is on all the time. When the Carriage starts to move down, release downward. Pressure on the handle. Make sure the Carriage slows down. If not, let go of the Operating handle and let the Carriage stop. Repeat process until you get the feel of controlling the lowering of the Carriage.
 - REMEMBER Pushing down harder on the Operating handle does <u>NOT</u> help braking. It RELEASES the brake
- A. NOTE: ALWAYS OBSERVE THE OPERATION OF THE CARRIAGE TO ENSURE THAT THE CABLE IS WINDING CORRECTLY ON THE WINCH DRUM. DO NOT ALLOW THE CABLE TO WIND IN A CRIS-CROSS PATTERN. This could cause Kinks or flat spots which could cause the

cable to fail. The Cable winds in an orderly manner when it colls cable in a slow winding pattern with slight tension on the line letting the carriage fall too quickly can cause the cable to bunch up like fishing line on a reel.

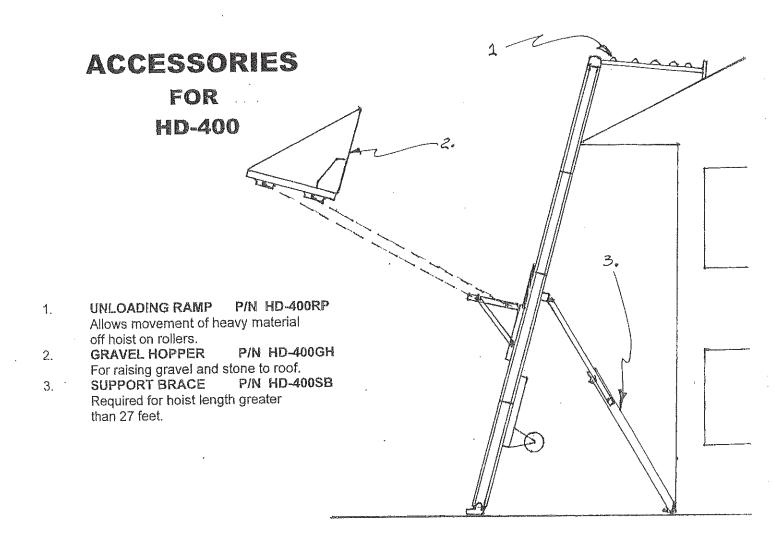
ALWAYS REPLACE THE CABLE IF HAS FLATTENED AREAS, OR BROKEN STRANDS OR SHARP KINKS ARE FOUND.

UNDER NO CIRCUMSTANCES STAND IN FRONT OF THE HOIST WHILE IN OPERATION, OR WHEN A LOAD IS IN THE AIR!!!!! STAND TO THE SIDE AND OPERATE WITH THE OPERATING HANDLE.

	TF	RACK LENGTH/BU	JIĽDII	VG HI	EIGHT TA	BLE				/
A Height to Bearing Point	L	C ength of Track	<u>Distar</u>	B nce fro	om Bldg.			,		
12'	16'	Base 8' + 8'		3'						
16'	20'	Base 8' + 8' + 4'	•	4'			,			
20'	24'	Base 8' + 2-8'		- 5'				e //	/	
24'	28'	Base 8' + 2-8' + 4'		6'			,	4	A	
28'	32'	Base 8' + 3-8'		7'				N/h		
32'	36'	Base 8' + 3-8' + 4'		8'				Bo		
36'	40'	Base 8' ± 4-8'		10'						
40'	44'	Base 8' + 4-8' + 4'		11'						
		FIC	GURE	E-	1			← B	-	
WARNING-AII	nuts	and bolts must be s	ecure	d tight	tlv. If all nu	uts and	bolts		ROOFT	o WALL

WARNING-All nuts and bolts must be secured tightly. If all nuts and bolts are not in place and tightened securely, track failure will occur under load.

LENGTHS OVER 28' REQUIRE A SUPPORT BRACE.



SAFETY HOIST HD-D409 Spring-engine table HD-D410 Spring-pivot arm 400 lb Hoist Assembly HD-D408 Swivel rod end HD-D420 Brake fulcrum HD-D431 Brake spring HD-D421 Retainer link **HD-D414 Engine table HD-D419 Brake cable** HD-D417 Band brake HD-D418 Brake drum HD-D422 Toggle link HD-D413 Pivot lever **D414 D418 D417 D408** D421 D419, D422 D420 D431 (tel) 610-941-4333 - (fax) 610-941-4336 604 Jeffers Circle, Exton, PA 19341 HD-D430 Operating handle HD-D432 Cable w/ thimble HD-D428 Engine pulley HD-D423 Pillow blocks HD-D427 Drive sheave HD-D413 Pivot lever HD-D425 Belt guard HD-D426 Drive belt HD-D429 Belt lifter **Appendix II** D405 **D429 D428** D426 D425 D427 **D412** 6 Complete Power Unit **D432 D413** 0 HD-D **6 D402** D423 **D430 D404 D403**

HD-D412 Engine table bushing (pair) HD-D405 Engine table collar (pair)

4D-D402 Power unit weldment

HD-D404 3.5 hp B/S engine

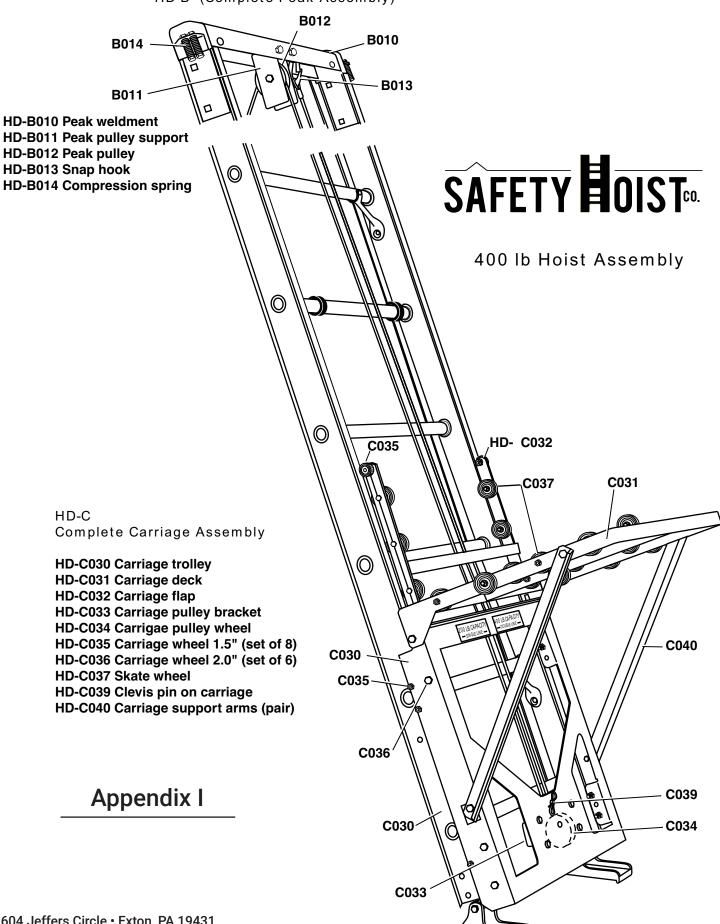
HD-D403 Cart wheel (pair)

(tel) 610-941-4333 - (fax) 610-941-4336 604 Jeffers Circle • Exton, PA 19431

D409

D410

HD-B (Complete Peak Assembly)



604 Jeffers Circle • Exton, PA 19431 (tel) 610-941-4333 - (fax) 610-941-4336

ENGINE OPERATING RECOMMENDATIONS

ALL OPERATIONAL AND MAINTENANCE RECOMMENDATIONS, INCLUDING OIL WEIGHTS, LOCATION OF OIL FILLS FOR ENGINE AND GEAR BOX, SPARK PLUG NUMBER, AIR FILTER LOCATIONS AS WELL AS TROUBLE SHOOTING AND WIRING DIAGRAMS ARE FOUND IN THE ENGINE MANUFACTURE'S ENGINE MANUAL

WHICH IS

PACKED WITH EVERY HOIST SOLD BY
SAFETY HOIST COMPANY

NOTE: ENGINES ARE SHIPPED WITHOUT OIL
IN THE ENGINE OR GEAR REDUCTION BOX.
OIL MUST BE ADDED TO BOTH LOCATIONS
OR SERIOUS DAMAGE WILL OCCUR.

PLEASE NOTE, ENGINE WARRANTY IS SERVICED BY AUTHORIZE ENGINE DEALERS. ALL ENGINE QUESTIONS OR PROBLEMS MUST BE DIRECTED TO YOUR LOCAL DEALER. DEALER LOCATIONS CAN BE FOUND ON THE ENGINE MANUFACTURES WEBSITE.