



Customer Service Notice

January 8, 2021

Units Affected: Certain AH125S and AH150 aerial devices built from 2006 to 2020 (Verify that your unit serial number is affected by reviewing the attached list in this CSN or by accessing your fleet on connect.altec.com/login)

Counterbalance Valve Inspection

Altec is committed to providing our customers safe and reliable products from initial delivery throughout the useful life of the machine.

Altec has discovered that an incorrect counterbalance valve cartridge may have been used on the extend side of the main lift cylinders on the affected models. This counterbalance valve has a lower relief setting than the proper counterbalance valve. The incorrect valve was also provided by Altec as a service part under the correct Altec part number specified for use on the main lift cylinders, so it may have been installed on units in the field. If a unit has the wrong counterbalance valve in one or both main lift cylinders, the failure of the hose leading to a cylinder could result in uncommanded boom movement or uneven loading of the cylinders. **Death or serious injury can result from uncontrolled movement.**

Altec requires the counterbalance valves to be inspected on each unit using the Unit Inspection Procedure beginning on page 2. The inspection must be performed no later than 30 days from the receipt of this CSN. Any unit having nonconforming counterbalance valve(s) must be taken out of service until the nonconforming valve(s) are replaced. Altec also requires that any part number 002090115 counterbalance valves in a customer's parts inventory are inspected using the Inventory Inspection Procedure on page 4. Any nonconforming counterbalance valves must be discarded.

Altec Use Only	
Inspection labor	0.5 hr
Repair labor	1.0 hr
Account #	010.1953.43151.000.9125.000
Travel	Not included
NHTSA code	98
Prime fail P/N	002090115
Doc ref	074900740

Altec Use Only			
Parts Kit	Part Number	Qty	Warranty
Counterbalance valve replacement kit	991221321	2	Yes
Counterbalance valve cartridge	002090115	A/R	Yes

This inspection and repair are covered under the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the inspection and repair for free at an Altec facility. If the customer or the customer's warranty provider performs the inspection and/or repair, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor. Altec will allow up to \$45 for the labor to perform this inspection and up to \$90 for the labor to perform this repair. Call 1-877-GO ALTEC (1-877-462-5832) to schedule the work to be done by an Altec service technician. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the inspection and/or repair at the owner's location.

Unit Inspection Procedure

No tools are required for this inspection. Read and understand all steps of the instructions before beginning the procedure.

1. Position the unit on a level surface, apply the parking brake, and chock the wheels. Turn off the engine.
2. Remove any tools and equipment below the main lift cylinders near the turntable to allow access for inspection of the counterbalance valves in the cylinders (refer to Figure 1).

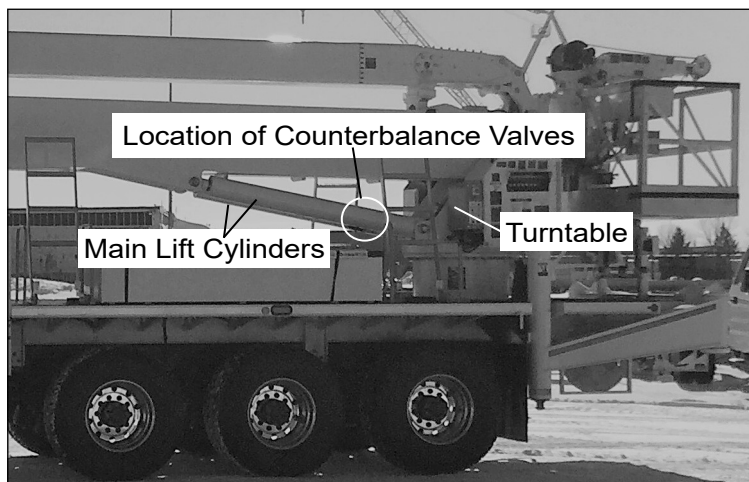


Figure 1 — Locating Main Lift Cylinders

3. Find the the counterbalance valve manifold blocks, located on the inboard side of each main lift cylinder near the turntable (refer to Figure 2).

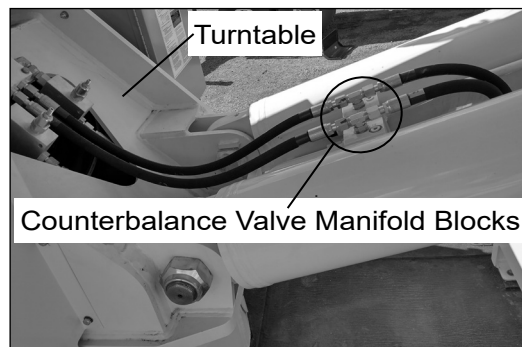


Figure 2 — Locating Counterbalance Valve Manifold Blocks

4. Locate the extend counterbalance valve in the manifold block on each cylinder.
- On the street side cylinder, this is the lower cartridge in the manifold block (refer to Figure 3).
 - On the curb side cylinder, this is the upper cartridge in the manifold block (refer to Figure 4).

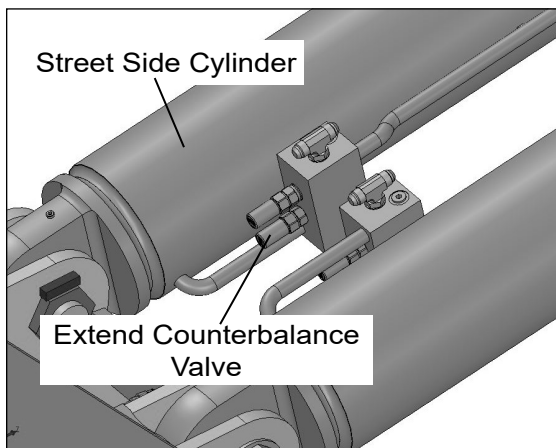


Figure 3 — Inspecting Street Side Cylinder

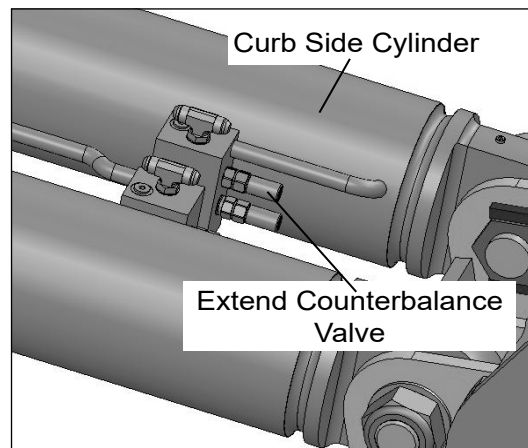


Figure 4 — Inspecting Curb Side Cylinder

5. Inspect both extend counterbalance valves.
- If there is a tamper-resistant cover on the end of the cartridge, the counterbalance valve is correct (refer to Figure 5).
 - If the jam nut is visible on the end of the cartridge, the counterbalance valve is incorrect (refer to Figure 6).

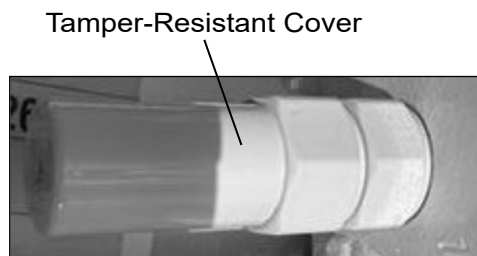


Figure 5 — Correct Counterbalance Valve

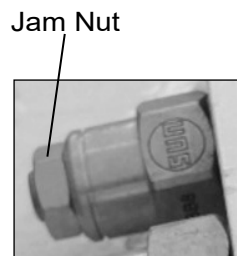


Figure 6 — Incorrect Counterbalance Valve

6. Review the results of the inspection in steps 4 and 5.
- If either or both counterbalance valve cartridges are incorrect, order one Counterbalance Valve Replacement Kit, part number 991221321, per nonconforming valve. Call 1-877-GO ALTEC (1-877-462-5832) to order the number of kits needed, and to schedule the installation if it will be performed by Altec. Take the unit out of service until the kit(s) have been installed. Do not complete the Evaluation Sheet at the end of the CSN.
 - If both counterbalance valve cartridges are correct, return the unit to service. Complete the Evaluation Sheet at the end of the CSN.

Inventory Inspection Procedure

No tools are required for this inspection. Read and understand all steps of the instructions before beginning the procedure.

1. Remove all part number 002090115 counterbalance valves from inventory.
2. Remove a counterbalance valve from its box and inspect the end of the cartridge.
 - If there is a tamper-resistant cover on the end of the cartridge, the counterbalance valve is correct (refer to Figure 5).
 - If the jam nut is visible on the end of the cartridge, the counterbalance valve is incorrect (refer to Figure 6).
3. Repeat step 2 for each counterbalance valve cartridge removed from inventory.
4. Count the number of incorrect cartridges, and dispose of them. Call 1-877-GO ALTEC (1-877-462-5832) to order the number of part number 002090115 cartridges required to replace the incorrect parts. These will be replaced under warranty. Do not complete the Evaluation Sheet at the end of the CSN.

CSN 784 Unit Inspection Sheet

Complete this form and return to Altec to document inspection completion.

Choose one of these options.

- Online through the customer portal – Altec Connect*
Sign in or Register for an account at www.altec.com/altec-connect/
 1. Select Equipment
 2. Select Altec Product Notices
 3. Select Report a Completed APN
- Scan and Email to product.safety@altec.com
- FAX to 1-877-659-9929



To login to your existing Altec Connect account, scan here with your smart phone!

*Customer performed warranty can be submitted online for reimbursement through Altec Connect.

Model	Altec Unit Serial Number	Date Inspected

Company Name: _____ Phone _____

Service Company Name: _____ Phone: _____

Company Contact: _____

Company Street Address: _____

City _____ State: _____ ZIP Code: _____

Signature: _____

Submission of this form does not order parts or schedule service from Altec.

If the customer or the customer’s warranty provider performs the repair, a warranty claim must be submitted to be reimbursed for the cost of the parts and/or labor through Altec Connect.

For more information or to schedule the work to be done by an Altec Service technician call:
1-877-GO ALTEC (1-877-462-5832)

Make copies of this form for additional units if needed.