



210 Inverness Center Parkway  
Birmingham, AL 35242

Telephone: 205-991-7733  
Facsimile: 205-991-9993  
[www.altec.com](http://www.altec.com)

**This notice applies to your vehicle. See attached serial number list.**

Dear Altec Owner,

Altec Industries, Inc. has developed a product improvement as described in the included Service Information Letter (SIL). According to our records, you own one or more units this applies to.

Refer to the included SIL for the items covered under the Altec warranty policy.

Compare the serial number of your unit to the included list of affected units to verify that your unit is affected. You may also contact Altec at 1-877-GO ALTEC (1-877-462-5832) with your unit's serial number to determine if there are any other outstanding notices.

If you have sold or retired the unit, please call Altec at 1-877-GO ALTEC (1-877-462-5832) to update the records.

We regret this inconvenience; however, we are taking this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



Altec Industries, Inc.  
HiLine Operations  
Duluth, MN

SIL 830

# Service Information Letter

November 5, 2021

Units Affected: LS60 aerial devices built from January 2017 to May 2020 (Verify that your unit serial number is affected by reviewing the attached list in this SIL or by accessing your fleet on [connect.altec.com/login](https://connect.altec.com/login))

## Hose Carrier Cover and Tray Replacement

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

Some customers have reported hose carrier failure and/or cover damage occurring during the operation of the affected units. Altec has developed an improved design of the hose carrier tray and cover system to eliminate the cause of failure.

Altec requires the hose carrier tray and cover system to be inspected on each unit and any required repairs completed no later than the next preventive maintenance interval or 180 days from the receipt of this SIL, whichever comes first. Use the Inspection Procedure beginning on page 2. Units which have the original design hose carrier tray and cover system will require repairs to be scheduled at an Altec facility, using the kit(s) and any other parts identified for replacement during the inspection.

This inspection and repair are covered under the Altec Warranty Policy. The inspection can be performed by Altec, the customer, or the customer's warranty provider. If the customer or the customer's warranty provider performs the inspection, a warranty claim must be submitted to be reimbursed for the cost of the labor. Altec will allow up to \$90 for the labor to perform the inspection. On a unit with the original design hose carrier system, the repair must be performed by Altec. On a unit with the new design hose carrier system, the installation of the wear plugs kit, if required, can be performed by Altec, the customer, or the customer's warranty provider. Allowance for the labor to perform this repair is included within the \$90 for inspection labor.

Call 1-877-GO ALTEC (1-877-462-5832) option 2 to schedule an Altec facility or option 3 to schedule an Altec Mobile Service technician to perform the inspection and/or repair. Customers are responsible for the

| Altec Use Only                     |                              |
|------------------------------------|------------------------------|
| Inspection labor                   | 1.0 hr                       |
| Wear plug instl on new design unit | Included in inspection labor |
| Repair labor on old design unit    | 8.0 hr                       |
| Account #                          | 010.1953.43151.468.0000.000  |
| Travel                             | Not included                 |
| NHTSA code                         | 98                           |
| Prime fail P/N                     | N/A                          |
| Doc ref                            | 991394741                    |

| Altec Use Only                                |           |     |          |
|-----------------------------------------------|-----------|-----|----------|
| Parts Kit                                     | Part No.  | Qty | Warranty |
| Hose carrier trays and covers kit             | 991282465 | 1   | Yes      |
| Wear plugs kit                                | 991393595 | 1   | Yes      |
| Hose carrier foot replacement kit             | 991391353 | 1   | Yes      |
| Hose carrier link replacement kit             | 991366730 | A/R | Yes      |
| Hose carrier rolling poly bar replacement kit | 991368551 | A/R | Yes      |
| Hose assembly                                 | A/R       | A/R | Yes      |
| Cable assembly                                | A/R       | A/R |          |

travel costs of an Altec Mobile Service technician if the technician performs the inspection and/or repair at the owner's location, and they will need to provide a step ladder or rolling stairs with a working height of at least 10 feet for the technician to use.

### **Inspection Procedure**

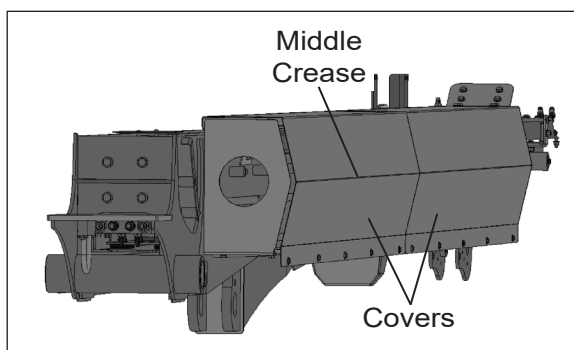
Normal mechanic's hand tools and a step ladder or rolling stairs with a working height of at least 10 feet are required for the inspection. Read and understand all steps of the instructions before beginning the procedure.

#### ***Unit Setup***

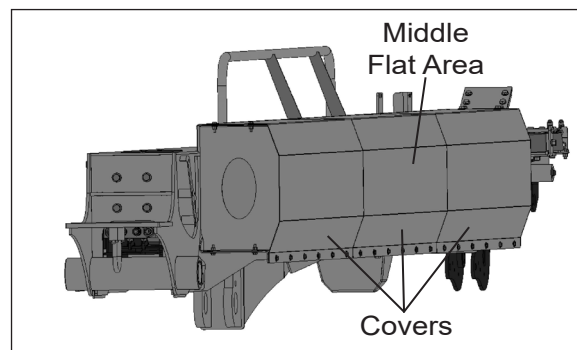
1. Position the unit on a level surface with room for full boom extension in the horizontal position on one side of the truck. Apply the parking brake, and chock the wheels. Engage the power take-off (PTO), and properly set the outriggers. .
2. Use the lower controls to rotate the boom to one side of the vehicle, and lower it to approximately -10 degrees, leaving it fully retracted. Disengage the PTO, and turn off the engine. Remove the key from the ignition, and secure it following your employer's vehicle lockout/tagout procedure.

#### ***Verifying Boom Covers Design***

3. Look at the side covers on the curb side of the boom.
  - If there are two side covers with a V-shaped crease in the middle of the side, as shown in Figure 1, the unit has the original design hose carrier system. Proceed to step 4.
  - If there are three side covers with a vertical flat portion in the middle of the side, as shown in Figure 2, the unit has the new design hose carrier system. Proceed to step 8.



**Figure 1 – Original Design Side Covers**



**Figure 2 – New Design Side Covers**

#### ***Inspecting for Wear Plugs on Original Design Unit***

4. Using a  $\frac{7}{16}$ " wrench, remove the cap screws and washers securing the top edge of the boom side covers along the lower boom (refer to Figure 3). Keep the fasteners for reuse.
5. Using two  $\frac{7}{16}$ " wrenches, remove the two cap screws and nuts and four washers securing the top of the rear boom side cover (refer to Figure 4). Keep the fasteners for reuse.
6. Using a  $\frac{7}{16}$ " wrench, remove the cap screws and washers securing the bottom edge of the boom side covers along the lower boom, removing each side cover as it becomes free (refer to Figure 5). Keep the fasteners for reuse.

7. Determine if there are five black wear plugs on the curb side of the hose carrier near the U-turn (refer to Figure 6).
  - If the hose carrier does not have these wear plugs, mark the chart in Figure 19 to indicate quantity 1 of the Wear Plugs Kit, part number 991393595, is required. Proceed to step 12.
  - If the hose carrier has these wear plugs, proceed to step 12.

### ***Inspecting for Wear Plugs on New Design Unit***

8. Using a  $\frac{7}{16}$ " wrench, remove the cap screws and washers securing the top edge of the rear boom side cover along the lower boom (refer to Figure 3). Keep the fasteners for reuse.
9. Using two  $\frac{7}{16}$ " wrenches, remove the two cap screws and nuts and four washers securing the top of the rear side boom cover (refer to Figure 4). Keep the fasteners for reuse.
10. Using a  $\frac{7}{16}$ " wrench, remove the cap screws and washers securing the bottom edge of the rear boom side cover along the lower boom. Removing the rear side cover as it becomes free (refer to Figure 5). Keep the fasteners for reuse.
11. Determine if there are five black wear plugs on the curb side of the hose carrier near the U-turn (refer to Figure 6).
  - If the hose carrier does not have these wear plugs, perform steps a through f below.
    - a. Call 1-877-GO ALTEC (1-877-462-5832) option 1 or go to your portal on [connect.altec.com/](http://connect.altec.com/) login to order the Wear Plugs Kit, part number 991393595.
    - b. Reinstall the rear boom side cover using the original fasteners.
    - c. Stow the booms, and retract the outriggers.
    - d. Put the unit back into service.
    - e. Do not complete the Inspection Sheet at the end of the SIL. A separate reply card will be provided with the Wear Plugs Kit to document the completion of the SIL.
    - f. Install the Wear Plugs Kit upon receipt.
  - If the hose carrier has these wear plugs, perform steps a through d below.
    - a. Reinstall the rear boom side cover using the original fasteners.
    - b. Stow the booms, and retract the outriggers.
    - c. Put the unit back into service.
    - d. Complete the Inspection Sheet at the end of the SIL and return it to Altec. This completes the inspection, and no further action is required.



**Figure 3 – Removing Top Fasteners**

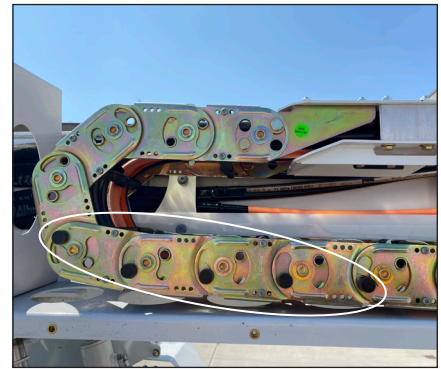


**Figure 4 – Removing Rear Fasteners**





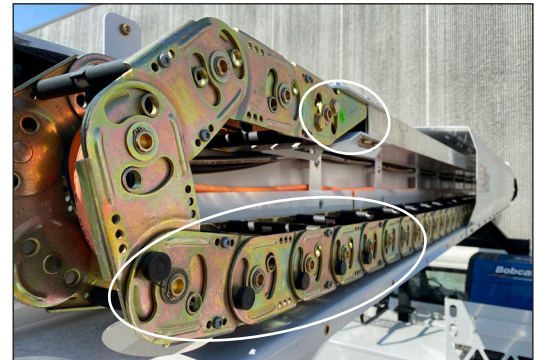
**Figure 5 – Removing Bottom Fasteners**



**Figure 6 – Wear Plugs**

### ***Inspecting for Damage***

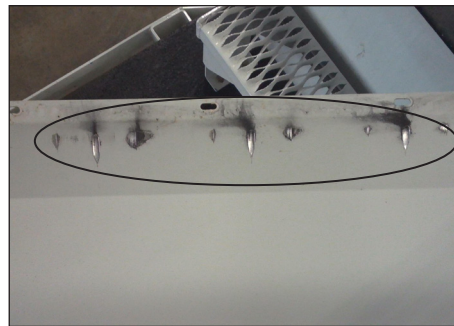
12. Inspect the covers for damage from contact with the hose carrier. The most likely place for damage is on the inside of the rear side cover, either toward the bottom near the U-turn in the hose carrier or on the top near the attachment of the hose carrier to the push tube (refer to Figures 7 through 9).
13. If there is cover damage, proceed to step 14. If there is no cover damage, proceed to step 19.



**Figure 7 – Hose Carrier Contact Areas**



**Figure 8 – Cover Damage Examples**

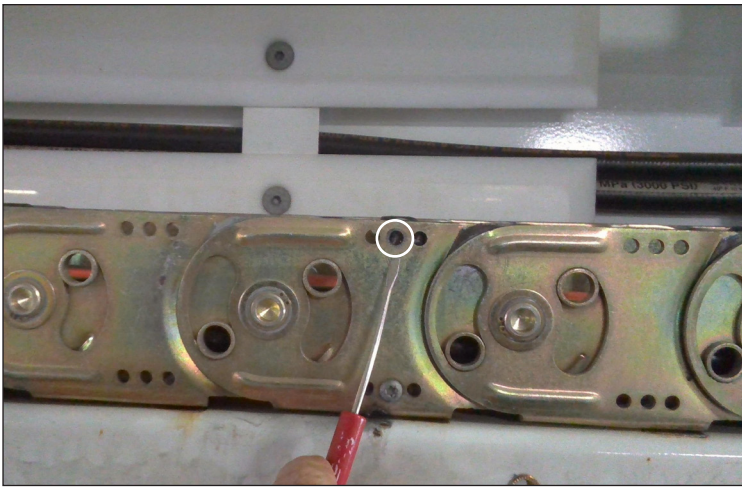


**Figure 9 – Cover Damage Example**

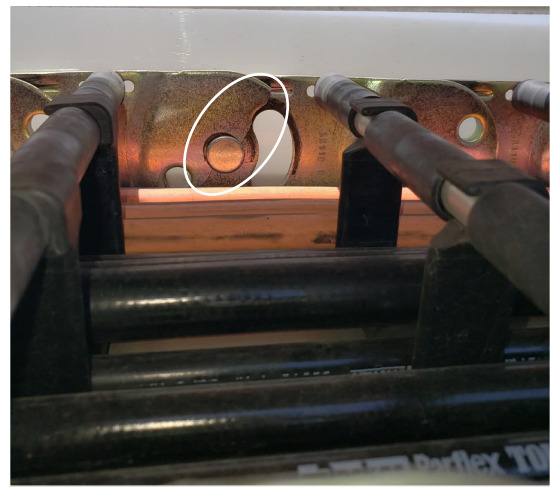
14. Inspect the entire hose carrier chain for damage, including the examples listed below as well as any other damage (refer to Figures 10 through 14).
  - Loose, damaged, or missing machine screws on the sides of chain links
  - Broken, scratched, detached, or bent hose carrier chain links
  - Missing poly rollers between links
  - Bent mounting feet



**Figure 10 – Scraped Links, Damaged Screws**



**Figure 11 – Missing Screw**



**Figure 12 – Broken Link**



**Figure 13 – Bent and Detached Links**



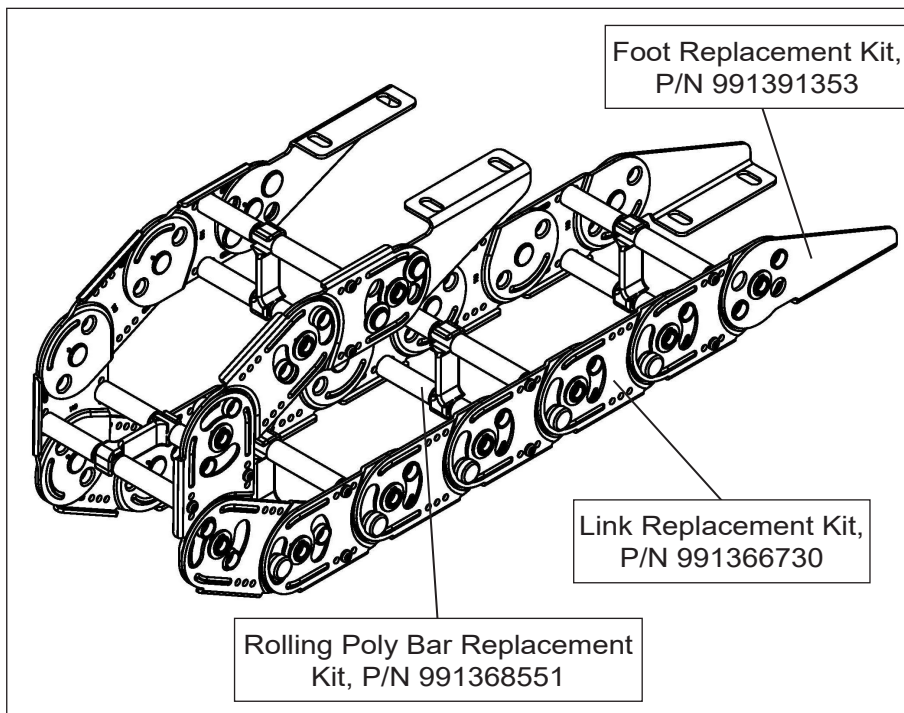
**Figure 14 – Bent Links and Mounting Foot**

### ***Determining Required Parts for Repair***

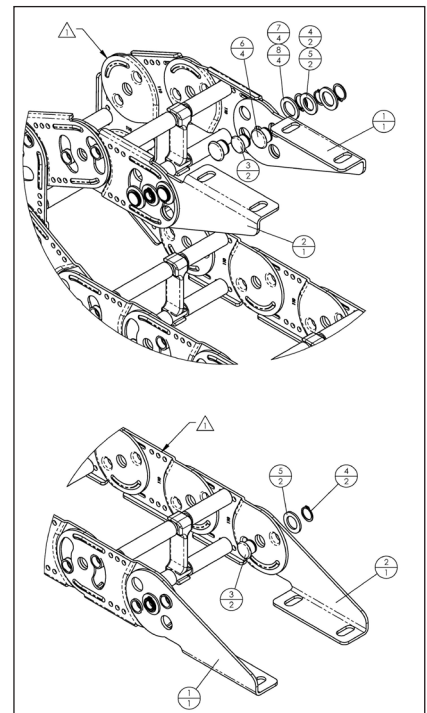
15. Review the results of the inspection of the hose carrier chain.

- If no damaged or missing hose carrier parts were identified, proceed to step 19.
- If damaged or missing hose carrier parts were identified, review Figures 15 through 18 to determine the correct kit(s) required to replace those parts. Each kit will include multiple pieces and all mounting hardware to compose a sub-section. Call 1-877-GO ALTEC (1-877-462-5832) option 1 for Altec Parts if help is needed to identify the correct parts. Indicate the hose carrier repair kit part numbers and quantities required on the chart in Figure 19. For example, the link replacement kit contains one left link and one right link. If two left links are damaged, two link replacement kits are required, so kit 991366730 must be marked as quantity 2 on the chart in Figure 19.

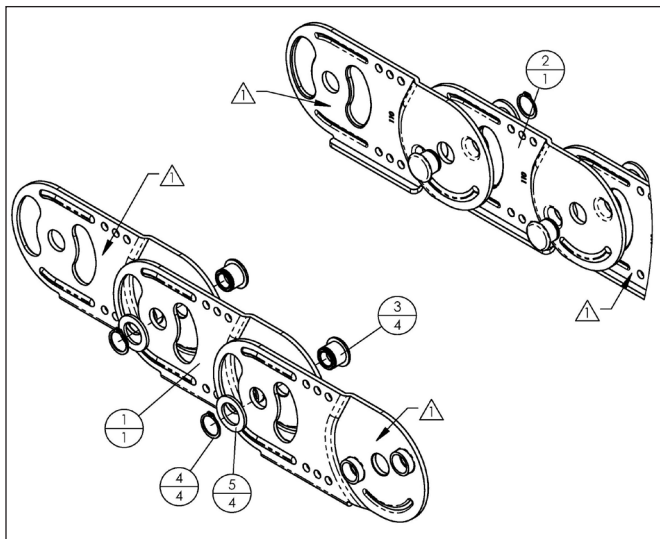




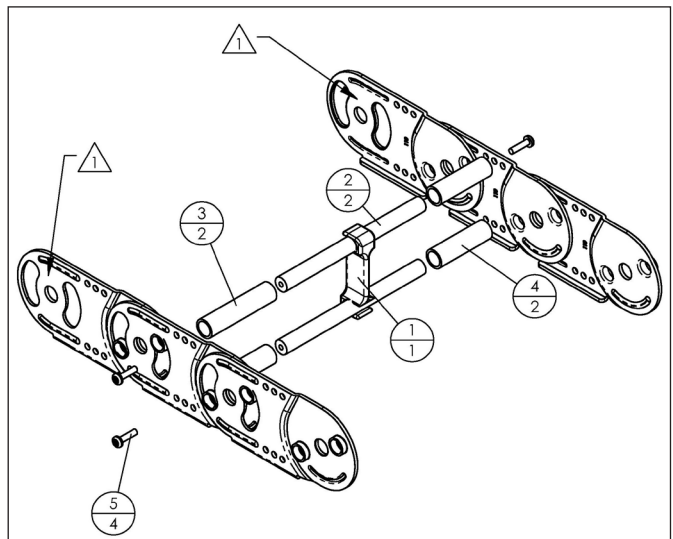
**Figure 15 – Hose Carrier Parts Replacement Kits**



**Figure 16 – Foot Replacement Kit**



**Figure 17 – Link Replacement Kit**



**Figure 18 – Rolling Poly Bar Replacement Kit**

16. If any hose carrier link(s) are broken or bent, proceed to step 18.
17. Start the engine, and engage the PTO. Leave the boom rotated to one side. Use the lower controls to fully extend the boom and lower it until the platform is just above the ground. Disengage the PTO and turn off the engine.
18. Inspect the hoses and cables in the hose carrier for damage. See the Unit's Parts Manual to identify hose and/or cable part numbers needing replacement. Contact Altec Parts if help is needed to identify the correct parts. Indicate the hose and cable part numbers and quantities required on the chart in Figure 19.

| Description                                   | Part Number* | Quantity* |
|-----------------------------------------------|--------------|-----------|
| Hose carrier trays and covers kit             | 991282465    | 1         |
| Wear plugs kit                                | 991393595    |           |
| Hose carrier foot replacement kit             | 991391353    |           |
| Hose carrier link replacement kit             | 991366730    |           |
| Hose carrier rolling poly bar replacement kit | 991368551    |           |
| Hose assembly                                 |              |           |
| Hose assembly                                 |              |           |
| Hose assembly                                 |              |           |
| Hose assembly                                 |              |           |
| Hose assembly                                 |              |           |
| Hose assembly                                 |              |           |
| Cable assembly                                |              |           |
| Cable assembly                                |              |           |
| Cable assembly                                |              |           |
| Cable assembly                                |              |           |

**Figure 19 – Parts Required to Repair Unit**

\*Add part numbers and quantities based on inspection results in steps 7, 15, and 18.

### ***Scheduling Repair***

19. Call 1-877-GO ALTEC (1-877-462-5832) option 2 to schedule an Altec facility or option 3 to schedule an Altec Mobile Service technician to perform the installation of the hose carrier trays and covers kit and replacement of other parts as directed by the inspection results. When calling, provide the part numbers and quantities required to repair the unit as indicated in Figure 19.

### ***Completion***

20. Review whether any hose carrier parts, hoses, and/or cables require replacement due to damage or missing parts identified in steps 14 and 18.
  - If any of these parts require replacement, perform steps a through c below.
    - a. Do not reinstall the boom side covers.
    - b. Start the engine, and engage the PTO. Stow the boom, and retract the outriggers. Disengage the PTO, and turn off the engine.
    - c. Take the unit out of service until repairs are completed.
  - If none of these parts require replacement, perform steps a through e below.
    - a. Tighten any hose carrier machine screws found to be loose.
    - b. Start the engine, and engage the PTO. Retract the boom. Disengage the PTO, and turn off the engine.
    - c. Reinstall the boom side covers.
    - d. Start the engine, and engage the PTO. Stow the boom, and retract the outriggers. Disengage the PTO, and turn off the engine.
    - e. Put the unit back into service until the Hose Carrier Trays and Covers Kit is installed.
21. Do not complete the Inspection Sheet at the end of the SIL. Completion of the SIL will be documented when the hose carrier trays and covers kit is installed.



# SIL 830 Hose Carrier 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/](http://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](mailto: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.