



## Reprogram Samlex Inverter

**Units Affected:** Certain Altec units equipped with Samlex inverters built from August 2022 to April 2023. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec has learned that the Samlex inverter default threshold may not be able to accommodate the 110 power accessories at the platform. This can result in the operator not being able to use the accessories during normal operation until the inverter charges the battery above the threshold.

**Customer Action:** Reprogram the default threshold from 11.5 volts to 10.5 volts using the repair procedure beginning on page 2.

Subsequent damage due to failure to perform the required action(s) in the time period allowed will not be covered by warranty.

**Requirements:** The repair is estimated to take 15 minutes and 1 person to complete.

**Completion and Warranty:** This repair is covered by the Altec Warranty Policy and can be performed by Altec, the customer, or the customer's warranty provider. Altec will perform the repair for free at an Altec facility. If the customer or the customer's warranty provider performs the work, a warranty claim must be submitted to be reimbursed for the cost of parts and/or labor. Altec will allow up to \$22.50 for the labor to perform the repair. Customers are responsible for the travel costs of an Altec Mobile Service technician if the technician performs the repair at the owner's location.

**Altec Contact Info:**

Altec Connect: [connect.altec.com/login](https://connect.altec.com/login)



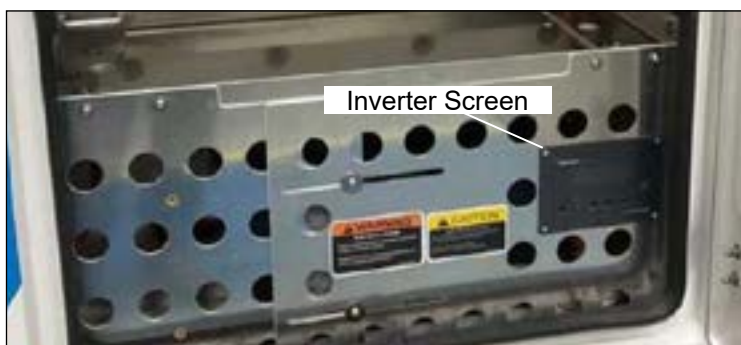
Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	0.0 hr
Repair labor	0.75 hr (Service), 0.25 hr (Other)
Account #	010.0557.43156.000.9307.000
Travel	Not included
NHTSA code	90
Prime fail P/N	N/A
Doc ref	N/A

Altec Use Only			
Description	Part No.	Qty	Warranty
N/A	N/A	0	Yes

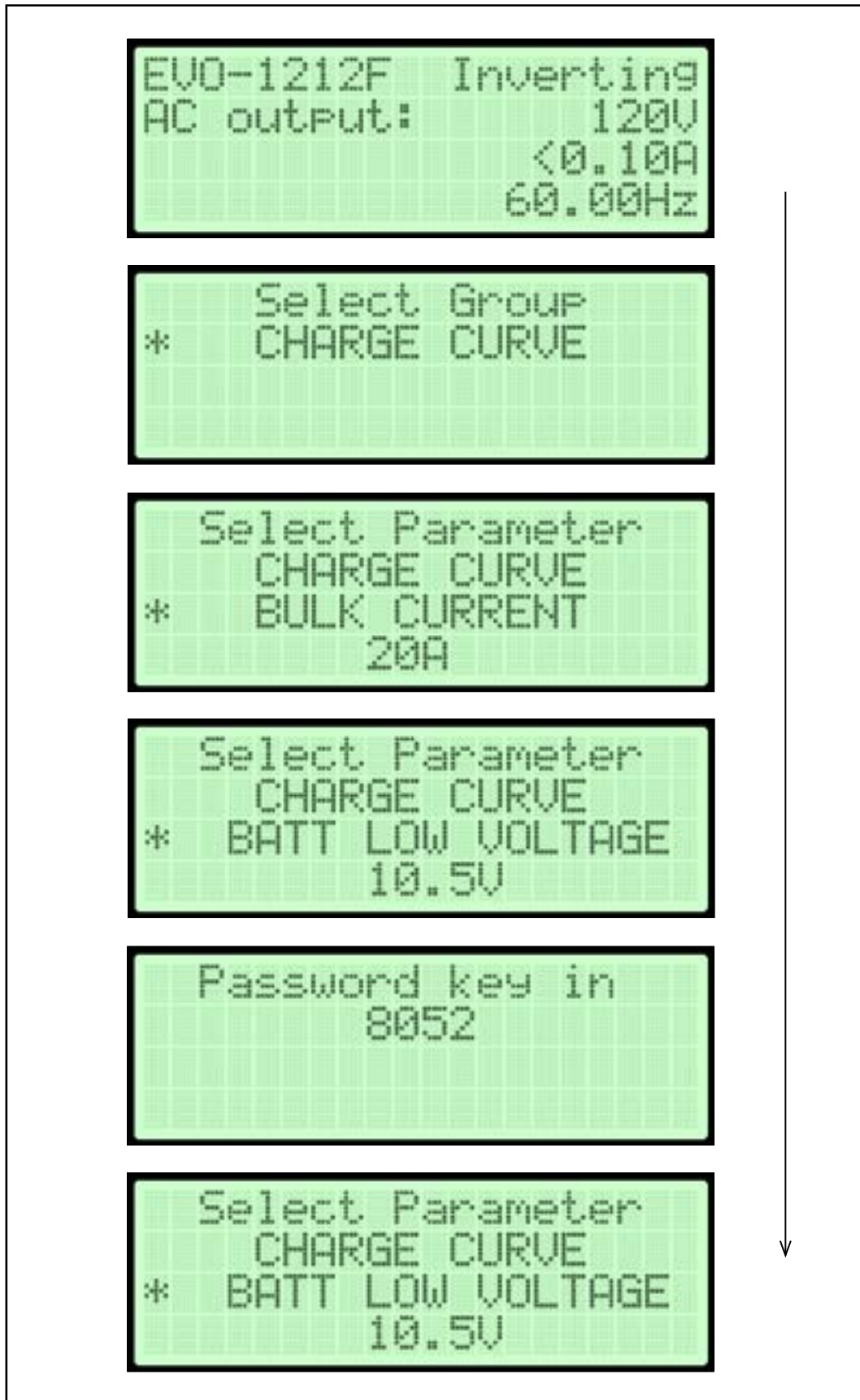
**Repair Procedure:** Normal mechanic's hand tools are required for this inspection. Read and understand all steps of the instructions before beginning the procedure. The reprogramming instructions may also be found in the Samlex inverter owner's manual section 4.4.2.9.3 Programming Steps for Parameter "Batt Low Voltage." Refer to Figure 2 for an Inverter Screen Flowchart.

1. Position the unit on a level surface, apply the parking brake, and turn off the engine. Turn the ignition switch to the On position, but do not start the engine. Chock the wheels.
2. In the cab, actuate the Inverter upfitter switch to the On position to provide power to the Samlex inverter.
3. On the curb side of the vehicle, locate the Samlex inverter in the first vertical compartment (refer to Figure 1).



**Figure 1 — Inverter**

4. Use the inverter screen Up or Down buttons to select the AC output screen and press the Enter button (refer to Figure 2).
5. Select Charge Curve from the Select Group screen and press the Enter button.
6. From the Select Parameter screen, press the Down button 8 times to select Charge Curve Batt Low Voltage. Press the Enter button.
7. From the Password screen, enter 8052. Press and hold the Enter button.
8. Select Batt Low Voltage from the Select Parameter Screen. Press the Enter button.
9. Lower the voltage from 11.5 volts to 10.5 volts. Press and hold the Enter button. Press the Back button until the screen returns to the AC output screen.
10. Put the unit back into service.
11. Document completion of this notice
  - If the work was performed by Altec, indicate the correct level of repair on the Service Request.
  - If the customer is completing the repair, only submit a completion if no repair is needed or once a repair has been made. If the vehicle is awaiting repair, do not submit the completion.



**Figure 2 — Inverter Screen Flowchart**

# Inspection or Repair Sheet

Complete this form and submit it to Altec to document inspection when no repair is needed or when a repair has been completed.



Product Safety

Choose one of these options for submission.

- Scan the Product Safety QR code and complete the form.
- Complete, scan, and email this page to [product.safety@altec.com](mailto:product.safety@altec.com)
- Online through the customer portal – Altec Connect\*
- Complete and return the included postcard.
- FAX to 1-877-659-9929



Altec Connect

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

Model	Altec Unit Serial Number	Date Inspected

Company Name: \_\_\_\_\_ Phone \_\_\_\_\_

Service Company Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Company Contact: \_\_\_\_\_

Company Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_

ZIP/Mailing Code: \_\_\_\_\_ Country: \_\_\_\_\_

Signature: \_\_\_\_\_

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

Contact Altec for more information or to schedule the work to be done by Altec.

Make copies of this form for additional units if needed.