



# Service Bulletin

**Product:** G6 TURBO™ 6000 LB CABLE PULLER

**Bulletin No:** GRN-19-01

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**Date:** September 12, 2019

## **Important Service Bulletin Regarding Certain Greenlee G6 Turbo™ Pullers made from February 1 to June 25, 2019**

### **ACTION REQUIRED:**

Contact Greenlee Factory Service Department to arrange for your G6 upgrade to double insulated wiring and new decal.

### **ISSUE:**

Greenlee has discovered that the wiring installed in the control boxes of certain G6 units may have been outfitted with a single layer of insulation instead of the standard double layer insulation wiring required by Greenlee. These units may also contain identification decals printed on a non-UL approved material. Greenlee uses single layer insulated wiring in other pulling control boxes without issue and does not believe safety and quality are materially compromised in the affected units. However, because the affected G6 Turbo™ units are UL listed to UL\CSA 62841-1, and because that standard requires double layer insulated wiring and specific decal materials, Greenlee has decided to issue this Important Product Service Bulletin to all possible G6 purchasers in the affected date range to offer a free wiring and decal upgrade at no charge.

### **INVOLVED PRODUCTS:**

Certain Greenlee G6 Turbo™ pullers made from February 1 to June 25, 2019, with the following serial numbers (all with prefix GSY0): 1600 to 1654, 1659 to 1662, 1666, 1668, 1670 to 1671, 1673 to 1674, 1678, 1680 to 1692, 1695, 1699, and 1712.

### **CORRECTIVE ACTION:**

**Step 1** – Verify serial number to understand whether your unit is affected, using the instructions on page 2.

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**Step 2** – Locate serial number on the G6 identification label as shown in the photo below to determine whether the last four digits of your serial number match any of the following numbers: 1600 to 1654, 1659 to 1662, 1666, 1668, 1670 to 1671, 1673 to 1674, 1678, 1680 to 1692, 1695, 1699, and 1712.



**Step 3** – If your unit has one of the serial number listed above or you are unsure, contact Greenlee Factory Service Department for assistance with next steps via email at [FactoryServ@Emerson.com](mailto:FactoryServ@Emerson.com) or by phone at (800) 435-0786 and select option # 4.

**Step 4** – If applicable, Greenlee will provide you with a free shipping code to send the G6 back for upgrades. Greenlee will complete the upgrades then return the unit back to you at no charge.