



Harrington Hoists, Inc.
A Kito Group Company
401 West End Avenue
Manheim, PA 17545
800-233-3010
www.harringtonhoists.com



November 11, 2019
Quality Assurance Department

50001960
HANES SUPPLY INC
55 JAMES E CASEY DRIVE
BUFFALO, NY 14206

IMPORTANT PRODUCT ISSUE NOTIFICATION – CF HAND CHAIN HOIST

Harrington has become aware of a potential issue with CF model hoists manufactured between March 1, 2019 and October 7, 2019. Enclosed please find the list of hoists you purchased from Harrington that were manufactured in the affected date range.

Product Issue

Improper application of a rust inhibitor to the hoist's pawl could cause the pawl to fail to engage properly with the ratchet disc.

Potential Risk

This issue creates the potential risk that the hoist may not hold a load. Operating the hoist in low ambient temperatures may increase this risk.

Required Action

Hoists with serial numbers included on the enclosed list should not be used until the rust inhibitor is removed according to the approved Harrington service procedure.

New (unused) hoists: These hoists, whether at a distributor, or at any end-user, should be isolated to prevent sale or use. Please call customer service at 800-233-3010 to request an RMA for return of this product to Harrington for replacement or credit.

Hoists in service: Please notify customers and end-users to whom you sold CF hoists from the enclosed list and request that they arrange for the hoists to be serviced according to the enclosed Service Packet.

Safety is our priority and we remind you that pre-operational checks and trial operation should be performed on every hoist before a load is applied. For more information please refer to sections 3.4 and 4.3 of the CF hoist owner's manual, or chapters 16-2 and 16-3 of the national hoist safety standard, ASME B30.16.

We sincerely regret this situation and we apologize for any inconvenience this may cause you. We remain committed to the safety of our customers, and the quality of our products. Please contact Harrington's Product Support team if you have any questions or require additional information.

Sincerely,

Chris Hess
Vice President, Quality

Enclosure 1 Listing of CF hoists
Enclosure 2 Service Packet