

Before performing any service always follow applicable safety precautions. Consult company safety manual or supervisor for questions concerning safety.

SUBJECT: Balancer – Intermittent Z-Stop Functionality

Affected Products: All 200/325/500 Lb. Capacity Balancers with Z-Stop option within the following Series B-Series, BA-Series, ZA-Series, EA-Series and Intelift Series (see Table 1 in Appendix)
Note: Standard Balancers without the Z-Stop option are not affected

Affected Date Range and Serial Numbers:

Manufacture Dates: January 1, 2014 through December 31, 2017
Serial Numbers: KTB-XXXX-014 thru KTB-XXXX-017

Related Issue #: 2016TFM-5779

Issue Description:

During loss of supply air the Engagement Pin within the Z-Stop Assembly may fail to fully engage Stop Plate. Once supply air is returned to the Balancer, the Engagement Pin may prematurely disengage, allowing the End-Effector and load (if attached) to drop unexpectedly.

Figure 1: Partial Engagement

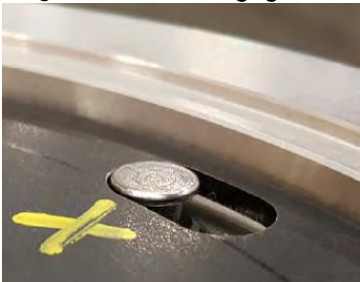


Figure 2: Full Engagement



Root Cause:

The lack of Pin engagement is a result of improper positioning and alignment of the Stop Plate relative to the Engagement Pin.

Corrective Action:

The End Cover Hub where the Z-Stop Assembly resides has been modified to provide better positioning of the Stop Plate relative to the Engagement Pin. These modifications reduce the distance between the Engagement Pin and the Stop Plate as well as reduce the Z-Stop Assembly's ability to move axially during operation.

Actions Required:

New Balancer units held in distributor inventory and Balancers currently in operation with Z-Stops should be retrofitted with a new Z-Stop Assembly.

Note: Only units from serial numbers KTB-XXXX-014 thru KTB-XXXX-017 are affected by this required action.

New Part Required for Rework:

Table 1: The Z-stop Assembly parts and required hardware will be provided within the Kits within table below.

Size/Capacity	Part Number	CCN Number	Part Description
200 Lb. Balancer	13301	54090394	Z-Stop Assembly Retro-Kit 200 LB
325 Lb. Balancer	13311	54090436	Z-Stop Assembly Retro-Kit 325 LB
500 Lb. Balancer	13321	54090451	Z-Stop Assembly Retro-Kit 500 LB

Each Replacement Kit includes all the required parts, as well as an Instruction Sheet showing the exploded parts view and the parts list.

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For Balancer Authorized Service Centers

Material Disposition:

Hold the removed material 30 days for warrantable repairs, and follow instructions in the Warranty system for material return or discard. If non-warrantable, dispose of parts properly in accordance with local regulations.

Warranty Strategy:

The replacement of the Z-Stop Assembly on any Balancer equipped with Z-Stop will be warrantable regardless of the original purchase date of the hoist (within or after the first year of standard warranty coverage).

No other repairs performed during the Z-Stop Assembly replacement will be warrantable if the hoist is outside of the standard 1 year warranty period.

Table 2: Information to build a Tavant Warranty claim is below.

Claimed Item	Causal Part	Failure Location	Service Procedure Job Code	Labor Allowance
C/Z-BAL (U.S. and CAN), BALANCERS (outside North America)	13301	Structural(DD)- Frame(031)- Stop(0354)- Assembly(0689)	DD-031-0354-0689-AA	1 hour
	54090394			
	13311			
	54090436			
	13321			
	54090451			

Additional Comments:

Associated parts that will be replaced during this rework process are listed below.

For Additional Information:

Help Center/Knowledge Base: <https://cxsupport.ingersollrand.com>

Technical Support: Contact Ingersoll Rand Technical Support at irtechsupport@irco.com.

Warranty Support: Contact the Warranty Department at TFM_Warranty@irco.com.

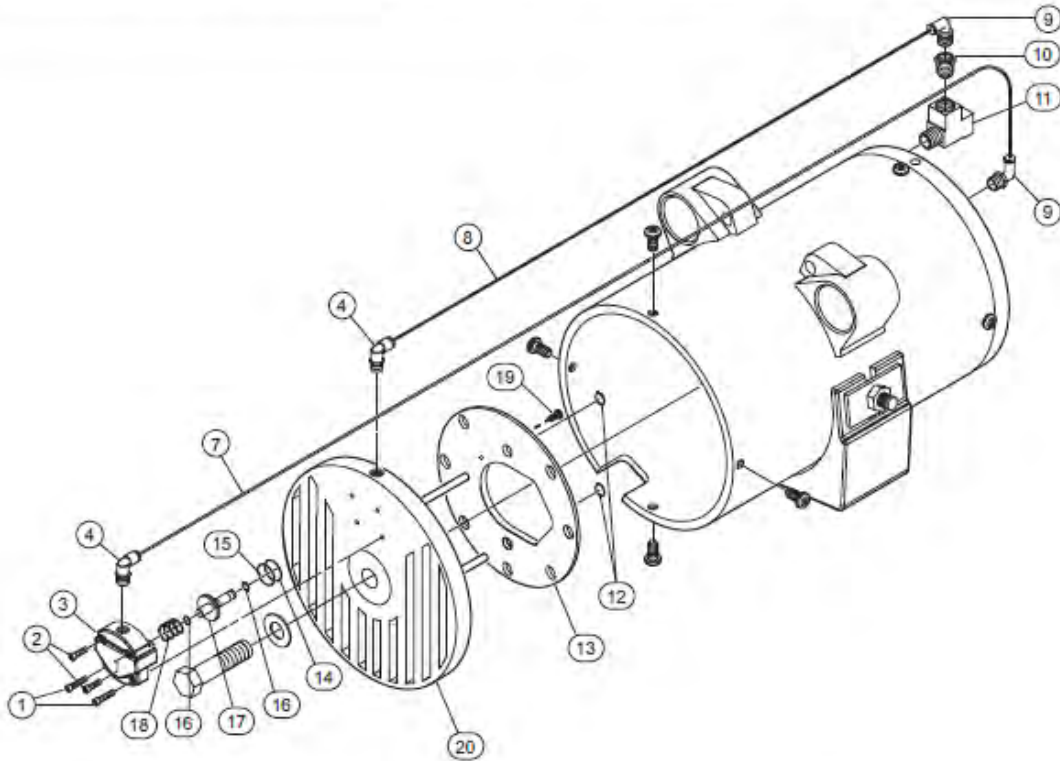
Distribution:

<input checked="" type="checkbox"/> Internal	<input checked="" type="checkbox"/> Authorized Service Center	<input checked="" type="checkbox"/> Channel Partners	<input type="checkbox"/> Public
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APPENDIX

Affected Balancer Models:

B-Series	BA-Series	ZA-Series	EA-Series	Intelift
BW020120S	BAW020120S	ZAW020120S	EAW020120S	IBW020120S
BW032080S	BAW032080S	ZAW032080S	EAW032080S	IBW033080S
BW040060S	BAW040060S	ZAW040060S	EAW040060S	IBW050080S
BW04120S	BAW04120S	ZAW04120S	EAW040120S	IAW020120S
BW050080S	BAW050080S	ZAW050080S	EAW050080S	IAW033080S
BW065040S	BAW065040S	ZAW065040S	EAW065040S	IAW050080S
BW065080S	BAW065080S	ZAW065080S	EAW065080S	ICW020120S
BW080060S	BAW080060S	ZAW080060S	EAW080060S	ICW033080S
BW100040S	BAW100040S	ZAW100040S	EAW100040S	ICW050080S
BW100080S	BAW100080S	ZAW100080S	EAW100080S	ISW020120S
BW130040S	BAW130040S	ZAW130040S	EAW130040S	ISW033080S
BW200040S	BAW200040S	ZAW200040S	EAW200040S	ISW050080S
Appendix Table 1				

Parts Included in Z-Stop Assembly Kit:
Z-STOP 200/325/500 LB. (91/147/227 KG) ASSEMBLY AND PARTS LIST


(Dwg. MHP1962)

Item No.	Description of Part	Total Qty.	Part Number		
			13301 - Z-Stop Assembly 200 lb. (91 kg) Balancer	13311 - Z-Stop Assembly 325 lb. (147 kg) Balancer	13321 - Z-Stop Assembly 500 lb. (227 kg) Balancer
1	Capscrew	2	ZH570255		
2	Capscrew	2	ZH570254		
3	Z-Stop Housing	1	13335		
4	Fitting, Elbow	3	ZH593969		
7	Tube, 5/32 in. Red	2 ft.	93960-R		
8	Tube, 5/32 in. Yellow	2 ft.	93960-Y		
9	Fitting, Elbow	2	93970		
10	Fitting, Reducer	1	13502		
11	Fitting, Tee	1	ZH510708		
12	Retaining Ring	2	99126	13039	99127
13	Engagement Plate	1	ZH5EA0035	ZH5EA0035	ZH5EA0036
14	O-ring	10	13342		
15	O-ring	1	13343		
16	Quad ring	2	13344		
17	Engagement Pin	3	13338		
18	Spring	1	ZH576522		
19	Screw	2	ZH5EA0023		
20	End Cover	1	13306	13316	

Document Revision History:

Revision	Date	Comments	Responsible
00	14-June-2018	Original issue	Steve Synoracki