

**21 April 2011**

**CUSTOMER UPDATE: POTENTIAL ISSUE WITH POP-UP LIFTS**

Snorkel, the company with design and manufacturing responsibility for Pop-Up machines, is issuing the following statement, on behalf of Pop-Up Products Ltd:

A customer recently brought to our attention that a Pop-Up+ lift had suffered a contactor failure, which resulted in involuntary upward movement. This is an isolated incident, confined to one Pop-Up lift out of an in-service fleet of more than 6,000, delivered over approximately five years.

However, our subsequent investigations have confirmed that there are three scenarios in which an involuntary upward movement can occur and which the Emergency Stop cannot prevent:

1. Pump contactor failure
2. Shorting of cables to the upper control pendant
3. Bridging of terminals on the pump contactor

This applies to all Pop-Up and Pop-Up+ lifts, also marketed as the Pop-Up PUSH Eco6 and Pop-Up PUSH Eco8. **It does not apply to the Pop-Up PUSH Pro series.**

We have identified a permanent solution to this problem and will issue a full Service Bulletin within the next week, describing the necessary modification. **Until this modification is implemented, we cannot guarantee that one of these scenarios will not occur on any of the affected products.**

However, the likelihood of occurrence can be reduced by following this guidance:

1. Do not operate the machine if the battery state of charge falls to below 25%
2. Check the condition of the cable harness, along its route to the upper control pendant, to ensure that there is no existing damage, or risk of the harness becoming entangled or damaged
3. Ensure that the chassis top cover plate is present and secure
4. Before entering the platform, check that all the controls are functioning correctly, including the Emergency Stop.
5. Only use the machines in areas where there would be no danger of the operator coming into contact with overhead obstructions

If you have any concern about the condition or function of the machine, then you should remove it from service, until it has been inspected by a competent engineer.