



Partners in Productivity

March 18, 2016

**ATTENTION: Flex-Lifter™ North American Customers**  
**SUBJECT: Flex-Lifter™ Conveyor Belt Lifter Safety Upgrade**

Flexco has recently learned that two unrelated mechanical failures have occurred as a result of the Flex-Lifter™ Conveyor Belt Lifter exceeding the recommended maximum vertical height limit. Exceeding recommended capacities may cause sudden structural collapse. Because of these recent events, Flexco recommends that all Flex-Lifters in operation be retrofit with an additional safety mechanism, a Retrofit Stop Kit, provided by Flexco at no charge.

The Flex-Lifter is designed with a stated maximum vertical height limit. The Retrofit Stop Kit provides another method of preventing operators from exceeding the stated maximum vertical height limit. Working on and around conveyors is hazardous, and with any tool, exceeding stated manufacturer limits can cause failure which may injure or kill operators. **We want to make certain the installation of the Flex-Lifter Retrofit Stop Kit is a top priority.**

This safety upgrade applies only to Flex-Lifter Conveyor Belt Lifters with the serial numbers indicated below, and does not apply to any other Flexco maintenance products within this serial number range. This Retrofit is required on all Flex-Lifters within the following Serial Numbers:

- Serial Numbers\* up to 4202 (original SN label series)
- Serial Numbers\* up to S1553 (Spanish SN label series)
- Serial Numbers\* up to 0010845 (new barcoded SN label series)

Flex-Lifter™ Size	Item Code	Region	Number of Scissor Arms	Flex Lifter Width		Retrofit Stop Kit Item Code
				in.	mm	
Medium	76469	Global	1	40	1016	90417
Medium	76979	Australia Only	1	40	1016	90417
Medium	76981	Global	1	40	1016	90417
Large	76470	Global	1	50	1270	90418
Large	76980	Australia Only	1	50	1270	90418
Large	76982	Global	1	50	1270	90418
XL	76983	Global	2	70	1778	90419
XL	77386	Global	2	70	1778	90419

\* If a serial number is not visible, please be prepared to provide customer service with the width of the base along with the number of scissor arms.

**The Retrofit Stop Kit is available at no charge. If your Flex-Lifter is part of this safety alert, please contact your local Flexco Sales Representative or Flexco Customer Service at: 1-800-541-8028. Provide your serial number and Flex-Lifter size and Flexco will provide you with a Flex-Lifter Retrofit Stop Kit, along with an instructions for installation and a link to a corresponding instructional video.**



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Safety is the number one priority at Flexco. We understand the importance of safety for your operation and your workers and that's why we continually work to make our products and our processes as safe as possible. Please follow these guidelines when using Flexco products:

- Read and understand instruction manuals before using product
- Inspect product for wear or damage on a regular basis
- Only use proper Flexco replacement parts for repairs
- And, always follow the safety guidelines at your site

Thank you for your support during this important safety upgrade.

Sincerely,

A handwritten signature in black ink, appearing to read "Aaron Rosso", with a long horizontal flourish extending to the right.

Aaron Rosso  
Senior Product Manager, Flexco