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Quality Bulletin 11-524, Small Piston Clamps

Dear Customer/Distributor,

Our records indicate that you've purchased an 11-524, Small Piston Clamp, sometime during or after March 2013. The purpose of this letter is to advise you that Wurtec recently discovered that an over-torquing of the nut used to tighten the clamp could cause the spring pin to shear off, resulting in a loss in clamping force. In order to determine the extent of the issue, Wurtec performed destructive functional testing to 100% of our inventory. As specified on the clamp's label as well as the specification on Wurtec's website, the specified torque for this tool is 50 ft.-lbs. During the testing, Wurtec confirmed that 100% of the units met and exceeded this 50 ft.-lbs. requirement by at least 20% without any damage or failure to the clamp



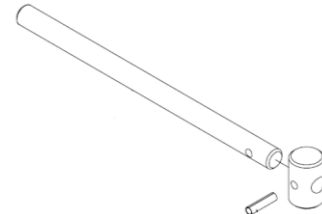
Based on the testing, Wurtec found that the 11-524, Small Piston Clamp, will operate as it was designed under the specified torque requirements.

However, exceeding the manufacturer's requirements by 20% or more may cause the pin to shear and the device to fail. As a result of the testing, the design was modified to include a 5/8-8 Acme thread pin to join with the threaded rod. Now in addition to the spring pin, the rod is actually threaded into the acme pin; thereby significantly reducing the stresses on the spring pin.

The part number (11-524) will remain the same as this was a modification to the existing design and not necessarily a new product.

In order to remedy this potential over-torquing issue for units sold between March 2013 and December 2017, Wurtec is offering two (2) options to our customers:

- 1.) **Wurtec will issue an RMA to have the units physically returned to our Manufacturing facility in Toledo, OH for rework.**
- 2.) **Wurtec will ship you a new kit which consists of three components that can be retrofitted in the field using basic hand tools. If you chose this option, the kits will also include a work instruction on proper installation.**



Wurtec places the utmost emphasis on customer safety as well as product quality. To better serve our customers and continue our commitment to continuous improvement, Wurtec is actively correcting this issue by offering our customers these two options. This quality bulletin is being sent by both email and normal postal service to further assure we are reaching each customer. Please note that you likely will be receiving this bulletin in both formats.

We urge each of our customers to take action as soon as possible in order to assure your equipment is current, compliant and safe for use. To begin the return/rework process, please call our Customer Service team at 800-837-1066 and reference this bulletin. We thank you for your understanding in this matter and apologize for any inconvenience.

Joshua Ball
Quality Control Manager