



J. H. FLETCHER & CO. Box 2187 – Huntington, WV 25722-2187 – 304/525-7811 – FAX 304/525-4025

# IMPORTANT SAFETY NOTICE

## INFORMATION BULLETIN NO. 92

**TO: ALL OWNERS, OPERATORS AND REBUILDERS OF J.H. FLETCHER & CO. MOBILE ROOF SUPPORT MACHINES WITH RADIO REMOTE CONTROL RX-721**

**FROM: J.H. FLETCHER & CO.**

**DATE: JUNE 2003**

**SUBJECT: MOBILE ROOF SUPPORT MACHINE AFFECTED BY RADIO REMOTE CONTROL RX-721**

J.H. Fletcher & Co. ("Fletcher") has discovered a software error in the RX-721 Radio Remote Receiver used with the Mobile Roof Support system. The software error occurs when one receiver may be able to receive and act on signals from more than one transmitter set to the same mode.

A potential hazard exists if a function is activated on a second transmitter set to the same mode at the same time this software error is occurring. The machine may receive an unplanned command (plow lowers, machine trams, shield lowers, etc.) and endanger anyone standing too close to the machine. This could result in serious injury.

To rectify this problem, Fletcher is replacing the RX-721 receivers with RX-722 receivers. Follow the procedures listed below:

1. Notify all personnel working around MRS's of the potential hazard when two transmitters are set to the same mode.
2. Retrain all personnel that they should always stand a safe distance away from an MRS during operation (see enclosed posters).
3. Contact Fletcher's Risk Management Department immediately at (304) 525-7811 (Ext. 241, Kim Rowe, or Ext. 240, David Cooper) if you have an MRS with one of these receivers. If you have purchased or replaced an RX-721 receiver within the past three years, notify Fletcher.

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4. Have the serial number of the RX-721 receiver to be exchanged available when you contact Fletcher (the serial number is stenciled on the side panel of the receiver box). A warranty tag number will be issued for the receiver you are sending to Fletcher. A replacement receiver will be issued against the warranty tag number. The original receiver (RX-721) needs to be marked with the warranty tag number and returned to Fletcher to avoid a core charge.
5. Any RX-721 receiver that is returned to Fletcher should be in good working order. This bulletin applies to the software error only. Any other problems that are discovered will be repaired at normal cost to the customer.

If you have any questions about your receiver, the applicability of this Information Bulletin, your machine, or any other issues, please contact Fletcher's Risk Management Department or your local Field Service Representative.

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Your cooperation in identifying transferred, sold and permanently out-of-service equipment is appreciated.

**INACTIVE EQUIPMENT DISPOSITION**

**SOLD OR TRANSFERRED EQUIPMENT:**

MODEL: \_\_\_\_\_ OWNER: \_\_\_\_\_  
SERIAL NO: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

PHONE NO: \_\_\_\_\_ TRANSACTION DATE: \_\_\_\_\_

MODEL: \_\_\_\_\_ OWNER: \_\_\_\_\_  
SERIAL NO: \_\_\_\_\_ ADDRESS: \_\_\_\_\_

PHONE NO: \_\_\_\_\_ TRANSACTION DATE: \_\_\_\_\_

**EQUIPMENT THAT IS PERMANENTLY OUT-OF-SERVICE:**

MODEL: \_\_\_\_\_ MODEL: \_\_\_\_\_  
SERIAL NO: \_\_\_\_\_ SERIAL NO: \_\_\_\_\_

MODEL: \_\_\_\_\_ MODEL: \_\_\_\_\_  
SERIAL NO: \_\_\_\_\_ SERIAL NO: \_\_\_\_\_

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**COMMENT:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Date

\_\_\_\_\_  
Authorized Representative

Please return to: J. H. FLETCHER & CO.  
ATTN: RISK MANAGEMENT DEPT.  
402 HIGH STREET  
HUNTINGTON WV 25705