



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

IMPORTANT SAFETY NOTICE

INFORMATION BULLETIN NO. 141

TO: OWNERS OF FLETCHER 3730-AD'S & J352B'S

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

DATE: APRIL 18, 2025

SUBJECT: 3730-AD & J352B BOOM LIFT CYLINDER FAILURE PRECAUTIONS

On February 3, 2025, a 3730-AD Powder Loader experienced a failure of the boom lift cylinder. Prior to the failure, personnel at the mine observed abnormal machine response when operating the boom lift and basket tilt controls. While troubleshooting the issue, the cylinder rod separated from the piston causing the boom to fall unexpectedly. Fortunately, no serious injuries occurred. Metallurgical analysis determined the root cause of failure to be a machining related defect in the rod's grain structure - specifically, fatigue initiated in regions of compressed grain which may have been caused by excessive machine tool pressure during manufacturing.

This boom lift cylinder failure has only occurred in a single known instance. The underlying defect is believed to be isolated, however the potential consequences of cylinder failure are severe. Uncontrolled boom movement could lead to serious injury or death. Ignoring early signs of abnormal operation, or delaying corrective action, may place machine operators at unnecessary risk and may lead to serious injury or death. Model 3730-AD Powder Loaders and J352B Drill Jumbo / Roof Bolters are affected by this safety notice.

Operators of 3730-AD's and J352B's must check the boom lift and basket tilt controls during the start of shift procedure every shift. If the operator detects any abnormality in machine operation at any time, the machine must be taken out of service, and J.H. Fletcher & Co. should be contacted immediately. Examples of abnormalities may include, but are not limited to, the boom continuing to move after the control has been released, boom raising when the down control is actuated, improper basket leveling, and unusual noises.

J.H. Fletcher & Co. will be proactively replacing potentially affected boom lift cylinders with a new design.

To ensure these newly designed cylinders are installed across all affected machines, J.H. Fletcher & Co. is launching a structured cylinder exchange program. Our Field Service Technicians will visit customer sites to install cylinders. These replacement cylinders may be newly manufactured or rebuilt to new specifications.

J352B's and 3730-AD's built prior to the current design may also be affected if the boom lift cylinders were replaced. Replacement, rebuilt, or spare cylinders with part numbers 503375, 594101, 608367, or 634269 must also be exchanged for the newly designed replacement cylinders. If your company has a 3730-AD Powder Loader or J352B Drill Jumbo Roof Bolter that is not listed on Attachment 2, or if you have a replacement / spare boom lift cylinder for one of these models of machines that is one of the part numbers listed, please fill out the Warranty Form (Attachment 1), and let us know that you may have an affected machine or boom lift cylinder, and we will send a field representative to your facility to determine if your machine / part qualifies for our cylinder replacement program.

Replacement cylinder(s) and installation will be provided for free with exchange. To schedule an appointment for our Field Service team to exchange your cylinder, please respond to this Bulletin by completing IB141 WARRANTY FORM (Attachment 1) and e-mail the form to dcarney@jhffletcher.com. You can also mail the form to 402 High Street, Huntington, WV, 25705 with attention to Dylan Carney. If you have any concerns or questions, please reach out to the Warranty Department at 304-525-7811, or your local field/sales representative.

ATTACHMENT 1

IB141 WARRANTY FORM – CYLINDER REPLACEMENT / INSPECTION

Fill out this form and e-mail to dcarney@jhffletcher.com or mail to:

Dylan Carney, JHF Warranty Department, 402 High Street, Huntington, WV 25705.

First & Last Name

Title

Company Name

Mailing Address

City / State / Zip

E-mail Address

Phone Number

Please select all that apply:

() Our company owns a J.H. Fletcher & Co. 3730-AD Powder Loader(s) or J352B Drill Jumbo / Roof Bolter(s) listed on Attachment 2, and we need to schedule cylinder replacement.

Affected Machine Serial Number(s): _____

() Our company owns a J.H. Fletcher & Co. 3730-AD Powder Loader(s) or J352B Drill Jumbo / Roof Bolter(s) NOT listed on Attachment 2, and we need to schedule inspection of our machine(s).

Affected Machine Serial Numbers: _____

() Our company owns a spare / replacement boom lift cylinder(s): 503375, 594101, 608367, or 634269, and we need to schedule inspection of our part(s).

() Our company no longer owns a J.H. Fletcher & Co. 3730-AD Powder Loader(s) or J252B Drill Jumbo / Roof Bolter(s). On the line below, please list the machine serial number, new owner, and new owner's contact information:

I certify that the information provided above is accurate to the best of my knowledge.

Printed Name

Signature

Date

ATTACHMENT 2

KNOWN TO BE AFFECTED MACHINES

The following list contains J.H. Fletcher & Co. machines that are known to have boom lift cylinders that could potentially fail and are to have the boom lift cylinder(s) replaced with a new design by a J.H. Fletcher & Co. field representative.

Machine	Machine Description	Customer Name
2024515	3730-AD POWDER LOADER	ALLEN COMPANY
2007505	POWDER LOADER, ART., BOOM STYLE	CAREMUSE LIME
2021519	3730-AD POWDER LOADER	CARGILL INC.
2021629	SPARES KIT FOR S/N 2021519	CARGILL INC.
2011513	POWDER LOADER	CARGILL, INC.
2021500	3730-AD POWDER LOADER	EAST FAIRFIELD COAL CO.
2023701	J352B DRILL JUMBO/ROOF BOLTER	GREER LIMESTONE
2017527	3730-AD POWDER LOADER	HANSON AG.(TORRANCE QUARRY)
2016510	POWDER LOADER	HANSON AGGREGATES
2016705	J352B DRILL JUMBO/ROOF BOLTER	HANSON AGGREGATES
2017512	3730-AD POWDER LOADER	HANSON MATERIAL SERVICE
2017532	3730-AD POWDER LOADER	HUBER CARBONATES LLC
2017533	3730-AD POWDER LOADER	HUBER CARBONATES LLC
2013516	EMULSION LOADER	J. H. FLETCHER & CO.
2011517	POWDER LOADER	KERFORD LIMESTONE COMPANY
2010515	POWDER LOADER	LAUREL AGGREGATES, INC.
2018504	3730-AD POWDER LOADER	LAUREL AGGREGATES, INC.
2022704	J352B DRILL JUMBO/ROOF BOLTER	LAUREL AGGREGATES, INC.
2022750	J352B CONVERSION/MODERNIZATION	LAUREL AGGREGATES, INC.
2014507	POWDER LOADER, CAT C4.4 TIER 4I	LHOIST NORTH AMERICA
2020504	3730-AD POWDER LOADER	MARTIN MARIETTA
2023510	3730-AD POWDER LOADER	MARTIN MARIETTA AGGREGATES
2021520	3730-AD POWDER LOADER	MARTIN MARIETTA AGREGATES
2016508	3730-AD POWDER LOADER	MARTIN MARIETTA MATERIALS
2017516	3730-AD POWDER LOADER	MARTIN MARIETTA MATERIALS
2018505	3730-AD POWDER LOADER	MARTIN MARIETTA MATERIALS
2019521	3730-AD POWDER LOADER	MARTIN MARIETTA MATERIALS
2020505	3730-AD POWDER LOADER	MARTIN MARIETTA MATERIALS
2014512	POWDER LOADER W/CHASSIS LIFT KIT	MISSISSIPPI LIME CO
2015501	POWDER LOADER W/CHASSIS LIFT KIT	MISSISSIPPI LIME CO
2017531	3730-AD POWDER LOADER	ROGERS GROUP
2021507	3730-AD POWDER LOADER	ROGERS GROUP
2018506	3730-AD POWDER LOADER	ROGERS GROUP INC.
2021506	3730-AD POWDER LOADER	ROGERS GROUP INC.
2020507	3730-AD POWDER LOADER	STERLING MATERIALS
2008505	POWDER LOADER	VULCAN CONSTRUCTION MATERIAL
2008508	POWDER LOADER	VULCAN CONSTRUCTION MATERIAL
2008522	3730-AD POWDER LOADER	VULCAN MATERIALS