

TB – KLM005

TECHNICAL BULLETIN

INFORMATION ONLY

For the Attention of : Service Branch Managers, Graham Mears, Testers,
Contract Managers, Peter Amura, Margaret Pitman,
Product Support Engineers

From: Angelos Strantzalis, Senior Product Engineer, Stannah Lifts Ltd
Date : 21 Sep 2015
Product : Maxi 2.0 (aka Kleemann Flexi)
Subject : **Ram Seals**
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Background

In recent months we have had a run of re-levelling issues. John Merrill of Kleemann is aware and is looking at data to identify any trend. John has also advised that Stannah should not replace any faulty ram seal or house without first making him aware of the problem.

John has advised these components are not covered by the Kleemann warranty, however, if he is in discussion with Stannah he will (and has) issued replacement seals etc free of charge.

If we use an alternative supplier without discussion first with John then he can not provide any additional technical assistance against these parts or provide additional parts (sometime free of charge).

Actions:

Service Branch Engineers, Contract Managers and Testers, please ensure you contact John (Merrill) from Kleemann (<tel:07557106153>; email: jmerr@kleemann.gr) with the corresponding KL number before making any changes.

I hope you all find this Bulletin to be of help and should you have any questions about this topic or would like to know a little more then please contact me on **Ext 8646 or DDI 01264 34 36 46**

Angelos Strantzalis