

To: All RedMax Distributors and Dealers
Subject: EBZ7500, EBZ7500RH, EBZ8500 & EBZ8500RH
Instruction for preventing Crank Case Damage

PRODUCT MODEL	PRODUCT SERIAL NUMBER
EBZ7500 (966 62 43-01)	EBZ7500 : Up to #20799999
EBZ7500RH (966 70 99-01)	EBZ7500RH : Up to #20799999
EBZ8500 (966 62 45-01)	EBZ8500 : Up to #20799999
EBZ8500RH (966 71 00-01)	EBZ8500RH : Up to #20799999

RedMax received field reports that one of the bolts securing engine crank case to fan (volute) case may come loose. The bolt location is in the upper right hand corner on the muffler side of the engine, see Fig. 1 below.

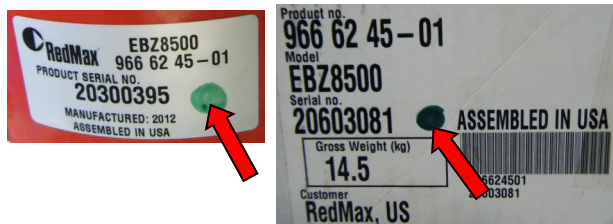
To correct the problem, the assembly process has been improved to eliminate the above issue, starting with August 2012 production and units with serial number 20800000 and above.

Instruction:

Should you have units in stock with serial number below 20799999, please retighten all 4 bolts in crisscross fashion as specified in Fig.1 using T-27 bit or wrench to tightening torque of 55-65 Inches-lbs. or 4.6 to 5.5 ft.-lbs.

Identification Marks:

Please mark 2 green dots in unit and carton box serial number labels as below.


Warranty Procedure:

Labor: 2 units (12 minutes)

Please enter "SB12-09" in the "Work Performance Field" to claim warranty.

Fig. 1: Retighten 4 bolts in crisscross fashion
