



April 18, 2023

**IMPORTANT SAFETY NOTICE: REQUIRED RETURN OF AFFECTED KLAUKE ORANGE TOOLS  
PRODUCED FROM DECEMBER 2021 TO JANUARY 2023**

Dear Orange Tool Owner,

This is an Important Safety Notice. Gustav Klauke GmbH recently discovered that certain battery powered hydraulic Orange Tools produced between December 2021 to January 2023 may be outfitted with a non-conforming fastening component provided by a sub-supplier that, under certain environmental conditions, could cause the tool head to loosen and detach from the tool body. If the tool head were to detach from the tool body while the Orange Tool was in use, an increased risk of personal injury or property loss could occur.

Klauke records indicate that your company purchased one or more Orange Tools in this date range.

In response, Klauke has decided to issue this important Safety Notice and require all Orange Tool resellers and owners in this range to take the following actions:

1. Stop sales / use of all Orange Tools in your possession until the instructions listed below are completed.
2. Verify whether any Orange Tool in your possession is possibly affected under this Notice by using the instructions on page 2 and 3.
3. If any of your Orange Tools are affected, stop use of such tools immediately and send them back as instructed on page 2 and 3 to following address:

**NBR Nussbaumer & Cie  
Zinkstraat 10**

**B - 1500 Halle**

for further inspection and service work.

If your Orange Tool is affected, Klauke will provide all replacement fastening componentry installation service, and inspection free of charge. If they have already been sold, you must take immediate measures to contact the customer and advise them of the issue so that the Orange Tools can be reworked.

A form letter is enclosed for your use with customers in this regard. If you prefer not to contact the customer, please provide us with their names and contact information and Klauke will contact the customer. Klauke will only use this contact information for purposes of informing them of this Important Safety Notice.

## AFFECTED TOOL IDENTIFICATION INSTRUCTIONS

**STEP 1** – Remove the battery from the Orange Tool unit in question and identify the two character Date Code listed on the second row on the serial number label, as pictured below (see, Figure 1).



Figure 1 – Date Code Location



Figure 2 – Green Dot Location

**STEP 2** – look for the presence of a Green Dot in the corner next to the serial number label (figure 2)

**STEP 3** – If the two character Date Code listed on the second row of the serial number label appearing are: **Q1, RN, RP, RQ, RR, RS, RT, RV, RW, RX, RY, RZ, R1** or **SN**, and no Green Dot is present your Orange Tool is affected and must be returned to Klauke. Do not continue to use or sell the Orange Tool. Contact Klauke using the information provided below.

This announcement is not applicable if your unit contains a Green Dot in the corner next to the serial number label and your Orange Tool falls into the possibly affected product range. In this case your unit has already been reworked by Klauke. If your unit's date code does not fall into the above date range your unit is also not affected by this announcement.

Should you have additional questions or need help determining if your Orange Tool unit is affected, please contact our Klauke Service Center:

[Info@nussbaumer.be](mailto:Info@nussbaumer.be) or via phone +32 2 357 09 40

Yours sincerely,  
Gustav Klauke GmbH

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Director Quality – Professional Tools Europe