



Product Update

PCEU 25-004 Rev B

Premature Gear Wear on P2514/P2314 Hoists

July 18, 2025

PURPOSE

To inform all fleet owners of a recently identified issue involving premature ring gear wear on the P2514 and P2314 traction hoists. This bulletin outlines required inspection procedures and corrective actions to maintain safe operation and prevent potential in-service failures.

COMPLIANCE CATEGORY

☐ Safety

Failure to comply with this product update could result in personal injury and/or death. Compliance is mandated within a specific operating time.

☒ Compliance Required

Identifies the need for action to correct a condition that, if left uncorrected, may result in reduced equipment reliability or efficiency. Compliance may be required within a specific operating time.

☐ Optional

Identifies changes that may be beneficial to some, but not necessarily all. Accomplishment at customers discretion.

☐ Notification

Customer communication, no action required.

PRIORITY CODE

☒ 1

Prior to unit startup or prior to continued operation (Immediate Action Required)

☐ 2

At first opportunity (Prior to Next Scheduled Maintenance Interval)

☐ 3

Next Scheduled Maintenance Interval

☐ 4

Optional / Notification

PRODUCT MODELS AFFECTED

P2514/P2314

COMPONENT SYSTEM

☐ Electrical

☒ Mechanical

☐ Safety

☐ Other:

SUB COMPONENT

Ring Gear and Pinion Gears

ACTION REQUIRED

• Effective Immediately:

All P2514 and P2314 hoists must be inspected by a certified technician at a qualified Power Climber or BrandSafway service location for signs of premature ring gear wear.

- If the hoist is not currently in use: It should be inspected immediately before being returned to service.
- If the hoist is currently in use and has accumulated more than 30 hours of operation: It must be removed from service and inspected at the next available opportunity.
- **Daily before each use:**
 - Verification if hoist has exceeded 30 hours of use and if so, it must be removed from service and inspected at the next available opportunity.
 - If unusual noise is heard from within the hoist, stop use and remove unit from service and inspect at the next available opportunity.

• Inspection Requirements:

- Immediate review of the ring gear for signs of wear:
 - Uneven or excessive wear on gear teeth
 - Chipped, pitted, or deformed gear teeth
 - Missing gear teeth
 - Discoloration or scoring indicative of abnormal contact
 - Unusual noise or vibration during operation
 - Inadequate amount of grease applied

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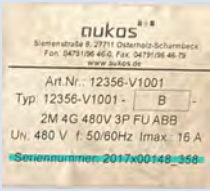


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- **Post-Inspection Actions:**
 - **If no wear is found:**
 - Reapply grease to all ring gear teeth as outlined in P2514/P2314 Service Instructions before reassembly.
 - **If wear is identified:**
 - Both pinions and the ring gear must be replaced per the Service Instructions.
 - **A completed checklist as per attached must be submitted** for each hoist inspected to ProductSupport@SpiderStaging.com
- **Ongoing Preventive Maintenance:**
 - **Until further notice**, all affected hoists must be inspected:
 - After each rental
 - During annual maintenance

This enhanced inspection frequency is required while Engineering continues to assess long-term field performance and wear patterns.
- **IMPORTANT – Overspeed Safety Lock (OSL) Protocol:**
 - If the **OSL has engaged**, **do not reset the unit**.
 - Immediately notify your supervisor
 - Apply Lockout/Tagout (LOTO) procedures
 - The OSL must be inspected by a qualified service location to determine whether further damage occurred due to an impact event.

ACCOMPANYING DOCUMENTS



1	Company Name and Location:	
2	Date of Inspection:	
3	Name of person performing the inspection:	
4	<p>What is the Serial Number on the Nameplate of the hoist? What is the Serial Number stamped into the housing?</p> <div style="display: flex; justify-content: space-around;">   </div> <p>NAMEPLATE HOUSING (may vary by model)</p>	<p>Nameplate SN: _____</p> <p>Housing SN: _____</p>
5	<p>What is the Serial Number inside the electrical box compartment door?</p> 	
6	<p>What is the date code on the front face of the existing ring gear (could be etched or written – if written, please provide photo)?</p> 	
7	<p>Upon inspection of the ring gear (per service manual, remove wear blocks and lift highlighted seal to inspect), was any wear found?</p> 	<p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>

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8	If yes, what was found? (please attach photos upon return to ProductSupport@SpiderStaging.com)	<input type="radio"/> Uneven or excessive wear on gear teeth <input type="radio"/> Chipped, pitted, or deformed gear teeth <input type="radio"/> Missing gear teeth <input type="radio"/> Discoloration or scoring indicative of abnormal contact <input type="radio"/> Unusual noise or vibration during operation <input type="radio"/> Inadequate grease applied
9	If the answer to question 7 was “Yes”, the two pinions and ring gear must be replaced. Confirm replacement has been completed. <ul style="list-style-type: none"> • Pinion Part Number <ul style="list-style-type: none"> ○ Americas = UP-12222.02 ○ Rest of World = D12222.02 • Ring Gear Part Number <ul style="list-style-type: none"> ○ Americas = UP-12222.01-03 ○ Rest of World = D12222.01-03 	<input type="radio"/> Yes <input type="radio"/> No
10	If you have confirmed “Yes” to question 9, what is the date code on the front face of the NEW ring gear you installed?	
11	Was it reported that the OSL had an activation?	<input type="radio"/> Yes <input type="radio"/> No
12	If you have confirmed “Yes” to question 11 or checked “Missing gear teeth” for question 8: The OSL must be inspected per service instructions.	Please record who the person is that performed the OSL inspection here: _____