



Packaged Gas Division

Technical Service Bulletin

Orca Delivery Assist Mounting Hardware ***Date:*** April 10, 2018 ***TSB-MBS-1018***

Issue: Mounting hardware becoming loose on Chart Orca delivery assist systems. Road vibration may cause fasteners to loosen over time. This leads to improperly tightened hardware and/or missing hardware. If not addressed, movement of the delivery assist tank could cause breakage in remaining mounting hardware.

Models Affected: All Chart Orcas with a delivery assist system.

Description: In our continuous improvement of the products we sell, we are changing the type of fasteners used on all Orca delivery assist systems. The new fasteners have the required locking capability to reduce the likelihood of hardware loosening over time.



Above is an image of an example of the original mounting hardware.



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Action Required:

1. Review of all Orcas equipped with a delivery assist system. Review mounting hardware and check for tightness.
2. If mounting hardware appears to be tight and in good working order, implement a monthly inspection review of all mounting hardware.
3. If mounting hardware is found to be loose, discontinue use of Orca and replace with updated hardware kit immediately. Contact Chart for hardware kit (21261149).
4. If new / updated mounting hardware is present, it is recommended to continue the preventive maintenance and inspection noted above.

Dates of Implementation:

Any shipments after April 4th, 2018 will have the new delivery assist mounting hardware with updated fasteners.

Chart's continuous attention to product improvement and customer satisfaction has resulted in this design modification. If you have concerns or questions relative to this action, please contact your Chart Customer Service Representative at (800) 400-4683. Thank you for depending on Chart to provide high product quality and service.