



Date: 12/02/13

Dear HydraMaster Distributor,

Included in this mailing is important information concerning HydraMaster equipment. Please take the time to read the correspondence carefully and take the necessary actions.

If applicable and our serial number database indicates that you are in possession of more than one piece of affected equipment, multiple copies of this Product Support Bulletin (PSB) will be included along with a list of the serial numbers that this PSB applies to. **Please make every effort to distribute these copies to the appropriate owners as soon as possible if the PSB calls for it.** At the same time please contact HydraMaster with the current ownership information for the serial number(s) that you no longer have in your possession. After reviewing the content of the PSB, please insert a copy of it into the appropriate equipment manual(s) you have on file, for future reference.

If you have any questions concerning this correspondence, please contact your HydraMaster Customer Service Representative at the number listed below or visit our website at [www.hydramaster.com](http://www.hydramaster.com).

Thank you for choosing HydraMaster as your source for professional cleaning products!



## Product Support Bulletin

To:	All HydraMaster Distributors – National and International		
Document #:	PSB-46121	Effective Date:	Dec 2, 2013
Title:	Truckmount Shipping Guidelines		

This Product Service Bulletin is to inform you that HydraMaster has published a guidance document outlining the proper procedure for preparing and packing a truckmount for freight shipment. The document is entitled “Truckmount Shipping Guidelines” and has document number ENG-46103.

We have been alerted to a number of recent freight claims that prompted this guidance document to be created. So to reduce the possibility of damage to the equipment during shipping we are providing these guidelines for you.

This document will be issued each time HydraMaster request a machine in your possession to be shipped, either back to us or to another party. Our expectation is that these guidelines be followed to correctly package a HydraMaster truckmount for freight shipping. If for any reason you do not feel you can meet these guidelines please contact your sales representative for alternate shipping arrangements.