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INFORMATION BULLETIN

ISSUE DATE: July 21, 2010
FROM: HWH Corporation

MAINTENANCE OF ALL HWH KICK-DOWN JACKS, STRAIGHT-ACTING JACKS AND STRAIGHT-ACTING/PIVOTING JACKS.

In general, HWH jacks require no regular maintenance. Under normal circumstances, lubrication of jack rods is not necessary or advised. If a jack gets coated with dirt or mud it is advisable to clean the jack. It is acceptable to clean the jack as a part of normal maintenance but is not required.

Note: The 9000# and 16,000# kick down jacks have a roller bearing above the actuator rod. This bearing must roll freely for proper operation of the jack. It is a good idea during regular maintenance that this bearing is checked to make sure it does roll freely. If the bearing is frozen or does not roll freely, use WD-40 to loosen the bearing and then apply a few drops of motor oil (used is fine) to lubricate the bearing. See diagrams on reverse side.

WARNING: BLOCK FRAME AND TIRES SECURELY BEFORE CRAWLING UNDER VEHICLE. DO NOT USE LEVELING JACKS OR AIR SUSPENSION TO SUPPORT VEHICLE WHILE UNDER VEHICLE OR CHANGING TIRES. VEHICLE MAY DROP AND/OR MOVE FORWARD OR BACKWARD WITHOUT WARNING CAUSING INJURY OR DEATH.

Cleaning the jack and jack rod.

Basic cleaning of the complete jack assembly is accomplished with the use of soap and water. Spaying the jacks with a spray wand at a car wash would be acceptable.

The only time a jack rod would need cleaning is if the jack has been extended for a period of time. The jack should not be extended just to clean the rod.

If the jack is extended, use soap and water or WD-40 on the jack rod then wipe the rod dry with a clean cloth.

IMPORTANT: Do not use a dirty rag to wipe the jack rod or do not wipe the jack rod if it is coated with dirt. This could scratch and damage the rod. Make sure to use water or WD-40 to loosen any dirt before wiping the jack rod.

If the jack rod has been greased or silicone sprays have been used on the jack rod, use WD-40 to loosen the grease or silicone and wipe the rod clean.

IMPORTANT: Winter Weather Driving

Anti-icing/deicing agents, when spashed on your vehicle, continue to absorb moisture from the air even after they have dried. This can facilitate corrosion of metallic components, such as HWH[®] jacks.

To help reduce the corrosion of jacks after exposure to anti-icing/deicing agents, thoroughly wash jacks with warm soapy water.

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Maintenance for jacks that will not store or retract slowly.

If jack will not retract and it is determined that the jack is the problem, extend the jack slightly more. Then spray a liberal amount of WD-40 on the jack rod. Store the jack as you normally would. If the jack will still not retract, contact HWH for assistance. The cylinder will have to be replaced or repaired.

If a jack is slow to retract, before storing the jacks, spray a liberal amount of WD-40 on the jack rod(s) and store the jacks as you normally would.

Excess WD-40 should be removed from the jack or jack foot after storing the jacks. Cleaning the jack rod as explained above should be done.

Using WD-40 to assist in the retracting of jacks will probably not be a permanent fix. Anytime a jack needs assistance when retracting, some type of repair of the jack such as new springs or replacement of the jack will be needed to make a permanent repair.

If the system is still in warranty, contact HWH customer service as soon as possible to get assistance in making the repair. If the system is out of warranty, there are options such as having a cylinder repaired or replacing the cylinder with a remanufactured unit if available. If desired, constant use of WD-40 to assist the retraction of the jack(s) will not damage the jacks.

