

Sir,

Kindly find the below Draft and suggest it to the customer if the nature of complaint is minor and can be rectified by following these steps :-

WE RECEIVE THESE SORT OF COMPLAINS OCCASIONALLY AND MOST OF THE TIME THE COMPLAINT WOULD SEEM A MERE OPERATING ERROR AND HENCE THIS CAUSES LOSS OF TIME AND RESOURCES. AS DUE TO THE ROBUST BUILT OF OUR PUMPS THE CHANCES OF ITS FAILURE IS BLEAK AND HENCE THERE ARE 5 NORMAL STEPS WHICH SHOULD BE FOLLOWED IN ORDER TO AVOID THE FAILURE OF THE INDIVIDUAL PUMPS / INTEGRAL PUMPS AND ARE AS FOLLOWS :

1. CHECK THE OIL LEVEL THROUGH OIL FILLER (OR OIL LEVEL INDICATOR, IF PROVIDED) OR INSPECT THE OIL TANK, OIL SHOULD BE SUFFICIENT IN THE TANK.
2. A. BEFORE OPERATION LOOSEN THE OIL FILLER CUM AIR BREATHER & LOOSEN THE RELEASE KEY ( IF IT'S TIGHT) .  
B. OPERATE THE PUMP HANDLE FOR 5-6 TIMES WITHOUT TIGHTENING THE RELEASE KEY.  
C. TIGHTEN THE RELEASE KEY AND THEN START THE USAGE OF THE PUMP FOR RAISING THE JACKS.  
D. OIL FILLER SHOULD REMAIN OPEN THROUGHOUT THE OPERATION. CLOSE THE SAME IF IT'S NOT IN USE OR IN STORE FOR LONG PERIOD TO AVOID CONTAMINATION OF HYDRAULIC OIL.
3. THE CONNECTIONS OF THE QUICK COUPLER & PRESSURE GAUGE AS WELL AS ADAPTER MAY SOMETIMES LOOSE DURING THE TRANSIT, HENCE ASSURE THAT THE CONNECTIONS ARE PROPERLY TIGHTENED BEFORE WORKING. (FOR INDIVIDUAL PUMPS ONLY)
4. MOST OF THE TIME DUE TO VACCUME INCLUSION IN THE PUMP, SOMETIME THE HAND PUMP GIVES A BACK PRESSURE OR THE RAM OF THE JACK WOBBLER UP AND DOWN, THEN AN INSTANTENOUS JERK WOULD BE SUFFICIENT TO MAKE THE PUMP WORK IN ORDER OR IF PROBLEM STILL PERSIST HAMMER THE OPERATING LEVER (WHICH IS INSIDE THE PUMP HANDLE ) WITH A JERK NOT WITHOUT MUCH OF FORCE AS IT WOULD DAMAGE THE PUMP. THE PROBLEM WOULD BE SOLVED.
5. IF IT'S A LOAD/GRAVITY RETRACTION JACK(BOTTLE OR REMOTE CONTROL), THEN THE RAM WON'T RETRACT BY ITSELF OR AUTOMATICALLY FOR LOWERING/RETRACTING THE RAM EXTERNAL FORCE OR LOAD ( 30 KgF AS PER IS 4552: PART2 , 1993 CLAUSE NO 6.1) HAS TO BE APPLIED.

PLEASE FOLLOW THE ABOVE MENTIONED FIVE STEPS IN NUMERIC ORDER TO SOLVE THE PROBLEM. HOWEVER IF THE PROBLEM STILL PERSISTS/ NOT SOLVED, PLEASE LET US KNOW THE EXACT NATURE OF THE PROBLEM.

Thanks & Regards

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