SAFETY ALERT

SER 26-009

UpPro OSL – STOP USE – Inspection Required

November 13, 2026

PURPOSE

We have identified a potential issue affecting certain UpPro OSL units (except for those using 14mm wire rope) that may impact the proper and safe operation of those affected units.

As a precautionary safety measure, this bulletin serves as an **immediate STOP USE** notice for all units until the inspection outlined below has been completed and the unit has been confirmed to meet the acceptance criteria.

COMPLIANCE CATEGORY	PRIORITY CODE
☒ **Safety** **Failure to comply with this product update could result in personal injury and/or death. Compliance is mandated within a specific operating time.**	☒ **1** **Prior to unit startup or prior to continued operation (Do not use system until check has been completed and has been approved for further use based on criteria below)**

PRODUCT MODELS AFFECTED

All UpPro OSL Models (excluding P2514 and P2314)

ACTION REQUIRED

STOP USE IMMEDIATELY and perform the following inspection before returning the UpPro OSL to service.

1. **Locate the Adjustment Screw**
   a. With a wire rope in the OSL, look through the OSL inspection window and determine whether the adjustment screw and nut are visible, as illustrated below.
   b. If the adjustment screw is not visible, slowly move the wire rope through the OSL until the screw becomes visible.
2. **Inspect the Adjustment Screw**
   a. Once the adjustment screw is visible, compare its length against the acceptance criteria illustrated below.
   - **ACCEPTABLE:** The adjustment screw is shorter and the length is close to the nut as shown in the configuration below.
   - **NOT ACCEPTABLE:** The adjustment screw is longer than the acceptable configuration shown.



3. **Take Appropriate Action**
   - **If ACCEPTABLE:** The unit meets the inspection criteria outlined in this bulletin and may be returned to service, provided the pre-use/daily check has been satisfied.
   - **If NOT ACCEPTABLE: DO NOT USE THE UNIT.** Keep the UpPro OSL out of service and reach us at the email below for next steps.
     - Americas: ProductSupport@SpiderStaging.com
     - EMEA/APAC: GlobalSupport@PowerClimber.com

Important Safety Notice

Do not attempt to adjust, modify, or repair the adjustment screw or nut. Any unit that does not meet the acceptance criteria must remain out of service until further instructions and authorization have been provided.

Contact Information

For questions, inspection assistance, or instructions regarding a unit that does not meet the acceptance criteria, please use the contact information outlined below.

365 Upland Drive
Seattle, WA 98188
Americas 855.457.8513

ProductSupport@SpiderStaging.com
www.SpiderStaging.com