

4 August 2018

Dear Venco Customer

Venco has identified an **electrical safety issue** with some of the Number 3/5 Potter's wheels purchased from our agents between May 2015 and July 2018.

The affected wheels have the electrical cord exiting the motor on the same side as the spring. Wheels that had a replacement motor fitted between those dates may also be affected. Not all number 3/5 wheels purchased during this time will have this issue.

In order to identify if you have purchased one of the affected wheels, we ask you to follow the instructions on the next page. This illustrates the motors and cords with the issue.

If you identify that you have one of these wheels, **please stop using the wheel immediately** and contact the agent you purchased the wheel from, or the Venco agent in your area. They will advise you further.

The modification required is not complex. In order to limit your inconvenience, it will be completed as soon as possible.

Yours faithfully  
Venco Products

**POTENTIAL SAFETY / RELIABILITY ISSUE – IDENTIFYING POTENTIALLY AFFECTED WHEELS**

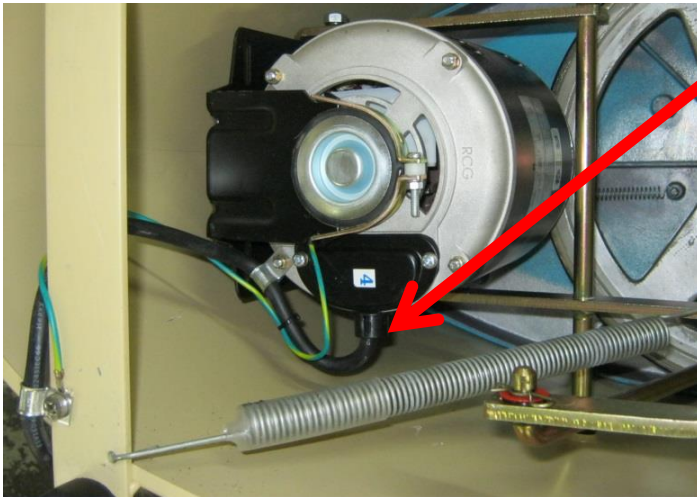
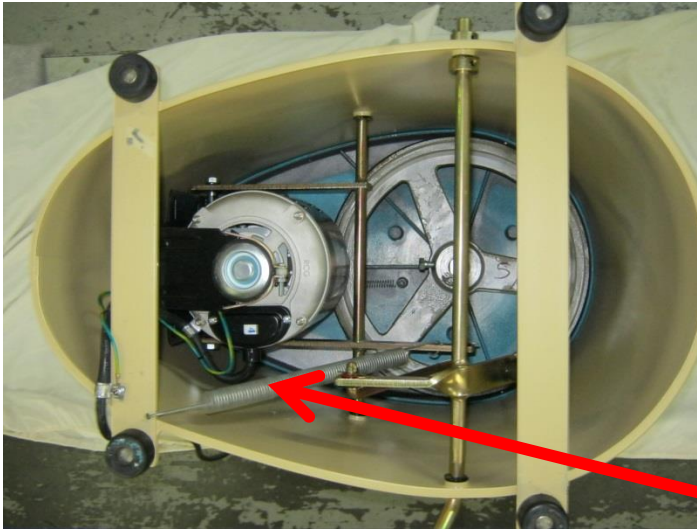
Wheels that might be affected are the Venco No. 3 and No. 5 (with speed lock) wheels supplied between May 2015 and July 2018. Older wheels that had a replacement motor fitted between those dates may also be affected.

**SAFETY / RELIABILITY RISK;**

It has been brought to our attention that some wheels manufactured during the above dates have an issue that potentially damages the electrical conductors within the power cord. This leads to intermittent motor operation. Under some extreme cases this may present an electrical safety risk to the operator.

**TO IDENTIFY THE WHEELS IN QUESTION;**

Unplug the power supply cord and slowly turn the wheel over onto its side. If the motor supply cable is exiting the motor on the spring side, **DO NOT USE THE WHEEL** and contact your agent/supplier.



AN ISSUE IS PRESENT ON **ALL** MOTORS THAT HAVE CABLE EXIT ON SPRING SIDE. **AFFECTED WHEEL SHOWN HERE**