



# Ergotron Product Bulletin

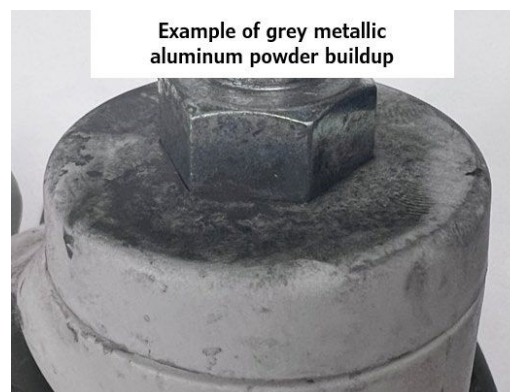
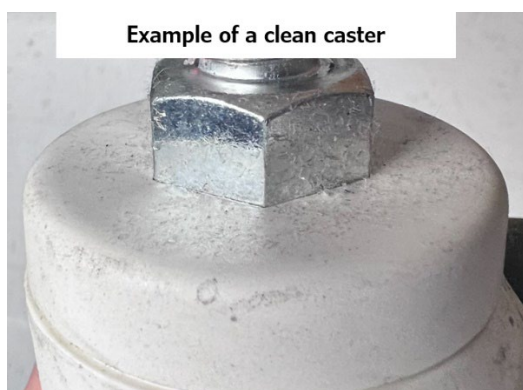
February 28, 2024

## Reminder: Support Safety and Performance of Casters with Preventive Maintenance and Proper Operation

Ergotron, Inc. is committed to providing you quality products that perform and exceed industry standards. We encourage you to renew your focus on preventive product maintenance to ensure warranty coverage, promote user safety, extend the life of your equipment, and ensure they perform their best.

### 1. Regularly inspect casters for wear

As part of your regular inspection and maintenance of your Ergotron carts, we recommend you inspect the top of your casters and cart base for a buildup of dark grey metallic aluminum powder near where the caster fits into the base. The casters on our carts are meant to last for years. However, if improperly used or maintained, they can fail earlier than expected.



The above photos show what to look for. The top of a properly operating caster should be clean. If you see evidence of grey metallic aluminum powder, it may be a sign that the caster(s) are coming loose and the base and/or caster(s) may require service. If such conditions exist, please contact Ergotron Customer Support at 1-800-888-8458 for assistance on how to best service your carts.

### 2. Train all users on proper caster operation

Ergotron carts meet global and component-specific safety standards. They are built to last for years if properly operated and maintained. Unfortunately, users who have not been properly trained may operate the carts in ways that can cause damage. One example is improper use of the locking feature on the casters. If casters are locked and the cart is moved, it can cause damage to the casters.

Please ensure key stakeholders in your organization and those that are responsible for your employees' health and safety receive this information and are following local and federal requirements for employee safety. Be sure to refer to your cart user manual for complete care and preventive maintenance instructions. You can also find product manuals at [www.ergotron.com/support/resource-library/product-documentation](http://www.ergotron.com/support/resource-library/product-documentation).

If you identify an issue, do not perform repairs yourself. We recommend you contact Ergotron to assist with inspection, maintenance and service of your carts and accessories. Please contact your Ergotron Sales Representative or Ergotron Customer Care at 1-800-888-8458 to learn more. By following proper preventive maintenance protocols, you are supporting safer and more dependable workflows for years to come.