EQUIPMENT SAFETY SYSTEMS
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EQSS Service Bulletin AS002541 Upgrade

REV 1	5/06/2026	EQSS Technical Service Bulletin	DO001842

EQSS Technical Service Bulletin

Category: Safety Related Mandatory ~~Recommended Optional Information~~

Subject: Mounting bracket for Haulotte Star 6 and Star 8S vertical mast

Date of Issue: 4 June 2026

Date of Effect: 4 June 2026

Part Number: AS001975 OverWatch Kit for Haulotte Star 6 / 8S Prior April 2026

Affected Machines: OverWatch kits (AS001975) as installed on the following machine models prior to April 2026

- Haulotte Star 6
- Haulotte Star 6 Crawler
- Haulotte Star 6 Picking
- Haulotte Star 8S

Time of Compliance: This Service Bulletin should be undertaken at the next periodic inspection.
It must be completed within 9 months from the publication of this bulletin.

Reason

EQSS has identified a safety improvement and request that this is implemented on the affected machines.

The Haulotte Star Vertical masts have very little space within the operator work platform. In normal operation we expect that the OverWatch system provides premium coverage and reduces the harm from entrapment situations. However, there may be certain situations where the operator is exposed to contact to the central mast prior to cutout.

As a result, EQSS has designed an upgraded sensor mounting solution. This solution physically moved the sensor closer to the operator and is thus better at monitoring the operator's movements.

EQSS take the safety of operators using OverWatch seriously and has acted to improve the positioning of the sensor to provide increased protection for the operator.

Due to the potential risk, we have determined that this improvement is mandatory. EQSS have made this upgrade kit free of charge to ensure that this is completed.

Required Actions

1. Order the required kits by sending an email to sales@eqss.com.au
2. Follow the attached procedures to reposition the Overwatch sensor.
   Use DO001822 – Haulotte Star Vertical Mast Upgrade Instructions.

This is to be completed by a competent rental technician or industry recognised third party service provider.

Replacement Equipment

EQSS will supply the replacement mounting bracket free of charge.
Please contact EQSS sales if you have not received the sufficient quantity on sales@eqss.com.au.

Notification of Completion

We ask that you confirm the completion of this bulletin for every machine either by:

- registering your company and machine serial numbers on our website (https://eqss.com.au/notification-DO001842)
- submitting a warranty claim via support@eqss.com.au.
- Alternatively connect via QR code:

Reimbursement of costs

Upon notification of completion, EQSS will cover the direct labour costs up to 15 minutes per machine.
Labour rate is calculated at $120 AUD per hour.
To claim warranty please fill out the form at https://eqss.com.au/notification-DO001842.

Inspection

Pre-use checks and inspections should be conducted in accordance with the MEWP and OverWatch manuals.

Refer to the OverWatch User Manual:

https://eqss.com.au/wp-content/uploads/EQSS-OverWatch-User-Manual-v1_9.pdf.

Technical Support

We are here to help and support you through the upgrade process; our website is the best source of information with technical assistance documents. Please reach out to technical support by submitting support ticket or call us directly.

- **Submit a Support Request**

https://support.eqss.com.au/portal/en/newticket

- **By Phone**

Australia 03 8770 6555

More information on the OverWatch is available here:

- **OverWatch Tech Docs**

https://support.eqss.com.au/portal/en/kb/equipment-safety-systems/model6253-overwatch