

## Technical Service Bulletin – Incorrect Thermal Overload Installed & Power Cord Requirements

*Twister T2E Trimming Machine Electrical Overload, Supply Power Cord Updates and Extension Cord Use Reminders for 220-240V / 50Hz Markets*

April 14, 2026

This technical service bulletin applies to certain Twister T2E Trimming machine operating in **220-240V / 50Hz** markets, including Europe, Australia, and New Zealand. Keirton has identified that some machines may have been fitted with an overload configuration that is rated too high for the intended electrical environment. This may allow the blade motor circuit to draw higher current than intended, increasing the likelihood of motor shutdown issues, failures, and capacitor damage. In addition, these same machines may have been fitted with thin gauge power supply cords, 1mm<sup>2</sup> (18 AWG), vs the required 3.3mm<sup>2</sup> (12 AWG)

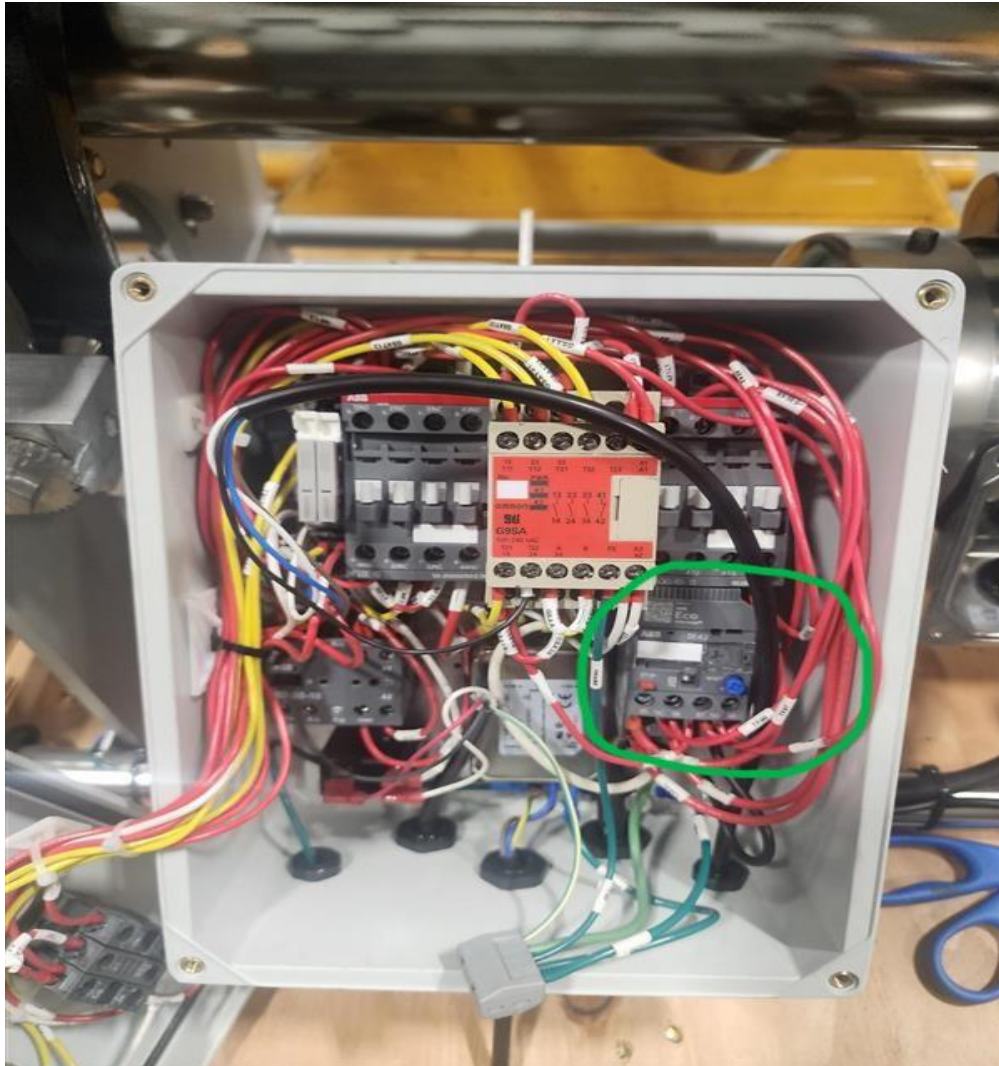
Testing to date indicates that updating the overload to the revised specification, together with use of the correct approved power cord and supply setup, is expected to materially reduce recurrence. To make this process as simple as possible, customers only need to provide the machine serial number and a photo of the currently installed overload to request a replacement.

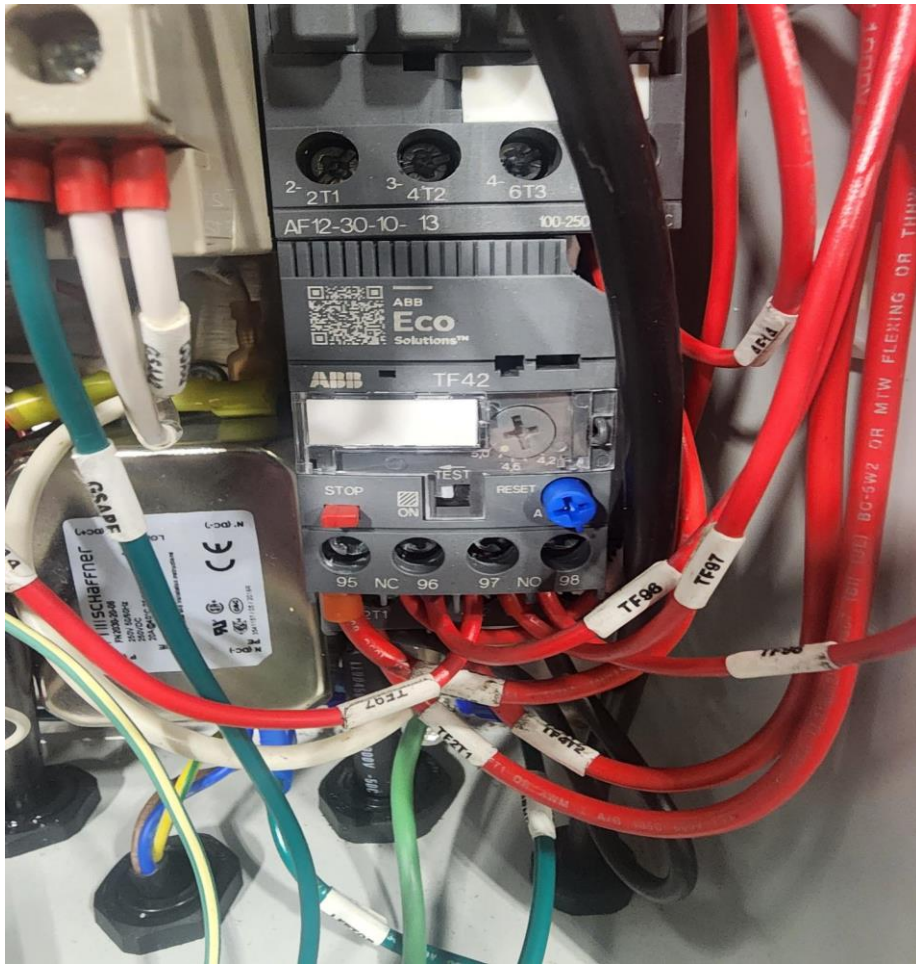
<b>Correct Overload Part#</b>	<b>15-10968</b>
<b>Required Amperage Setting</b>	4.8A
<b>Correct Power Supply Cable Assembly</b>	<b>27-10702</b>
<b>Approved Extension Cord Spec</b>	<b>3.3mm<sup>2</sup> (12 AWG) minimum, 7.6m (25') maximum length</b>

Please follow these steps to request a replacement and update affected machines. To receive a replacement overload, customers only need to provide the machine serial number and a clear photo of the currently installed overload:

1. **Verify components:** Contact Keirton Technical Support with the machine serial number and a clear photo of the currently installed overload and cable size markings on the power cord. Please ensure to disconnect the power before doing this. Keirton will use this

information to confirm that the machine is fitted with the incorrect overload and supply cable, and once confirmed, will provide replacements with installation instructions free of charge, if require







2. **Inspect the machine during installation:** Before returning the machine to service, inspect the motor circuit for leaking or swollen capacitors, heat-damaged terminals, loose connections, or other visible signs of electrical distress, and replace any failed components as needed.
3. **Install the corrected parts:** After the replacement overload and/or cable is received, install the updated parts according to installation instructions provided with the parts. Keirton recommends installing the corrected parts immediately, to reduce the risk of capacitor venting, electrical damage, or unplanned downtime.
4. **Verify the power cord configuration:** Confirm the machine is being operated with the correct approved regional power extension cord and that it is not being returned to service with a non-approved, underspecified, or modified cord. **3.3mm<sup>2</sup> (12 AWG) minimum, 7.6m (25') maximum length.**
5. **Complete a functional test:** Run the machine and confirm proper blade-motor start, stable operation, and no abnormal odor, excessive heat, or capacitor distress.

We appreciate your prompt attention to this update. Keirton is issuing this bulletin to provide customers and service partners with a clear and simple path to request replacement and update affected machines.

If you have any questions or need help confirming machine eligibility, performing the part changes, or requesting a replacement overload, please contact [support@keirton.com](mailto:support@keirton.com) or call us at **1-888-254-3204** and include your machine serial number and a photo of the currently installed overload.

Sincerely,

Trevor Tagieff  
Technical Service & Support Manager  
Keirton Inc