

Subject: OFE51X-LVE30X Filter Drain Pan Damage Memo

Date: 06/27/2023

Region: Global

Model Effected: OFE51X and LVE30X

Summary

OFE51X and LVE30X field test sites have reported filter drain pan damage that is caused by tilting and dragging the filter drain pan with the element lift tool, see below.



Damage is caused when operators engage the rear (magnet) end of the filter drain pan with the element lift tool, then drag the assembly across the floor. This action causes the plug and play end of the filter pan to tilt downward and contact the floor, causing excessive wear on the horizontal and vertical suction tubes until an oil leak occurs. **It is best practice for operators to carry the filter drain pan instead of dragging.**

Warranty

IMPORTANT: Filter pan damage due to dragging may be grounds for warranty claims to be denied. Replacement parts includes a 90-day parts warranty from the date of install.

Questions

For further information, please contact Technical Services using one of the following options:

Email: technicalservices@hennypenny.com

Call:

- U.S. and Canada: +1-800-417-8405
- Global: +1-937-456-8405

Text: +1-937-456-8405

[Live chat](#) via the Henny Penny website, extranet, or customer support website.

Try our Henny Penny Service YouTube Channel: www.youtube.com/hennypennyservice.