

## IMPORTANT PRODUCT UPDATE

Date: 03/09/20  
To: DIS185SSI4F Air Compressor Owners  
From: Multiquip Product Department  
Subject: Controller Adjustment — **ACTION REQUIRED**



Our records indicate that you or your company purchased one or more model DIS185SSI4F air compressors. If so, please read the following product update carefully.

***Multiquip has determined that excessive vibration may lead to premature failure of the engine coupling. The low speed shutdown was set too high at the factory, allowing the engine to run up to 50 seconds before shutting down.***

***The correct setting for low speed shutdown is 5 seconds. The low speed shutdown time needs to be reset to 5 seconds by following the procedure detailed in the attached bulletin. This will prevent premature engine coupling failure.***

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### **Do all DIS185SSI4F air compressors require updating?**

This notice applies only to **DIS185SSI4F air compressors** with serial numbers within the ranges: 9500001 ~ 9500336, 9500338 ~ 9500340, 9500342 ~ 9500351, 9500353 ~ 9500354, 9500357, 9500361 ~ 9500362 and 9500371. If you own an air compressor outside these ranges, no further action is required.

For your convenience, we have identified the air compressors you own affected by this update on the enclosed document.

### **What if I no longer own the air compressor?**

If you no longer own the air compressor, please forward this notice to the new owner or provide contact information to the Multiquip Warranty Department. Multiquip will contact the new owner.

### **WARRANTY INFORMATION**

- The labor associated with this update will be reimbursed through our warranty program. Multiquip dealers may perform the update, or utilize a Multiquip Authorized Service Center (ASC) for assistance.
- If you are unable to perform the update, need assistance locating an ASC, or require technical assistance, contact the Multiquip Warranty Department at 800-421-1244.
- Campaign: Reference No. AC20200220
- File your claim online via E-Warranty at <http://service.multiquip.com/warranty-support.html> or contact our warranty department for assistance at 800-421-1244.
- Labor Allowance: 0.5 hour total flat rate

Your prompt attention to this matter is appreciated. If you have questions, please contact the Multiquip Technical Support Department directly at 800-478-1244 or via email at [techsupport@multiquip.com](mailto:techsupport@multiquip.com).

We apologize for any inconvenience or disruption this may cause. Multiquip is committed to providing products engineered to deliver the highest levels of quality and performance and safety.





# Service Bulletin

## DIS185SSI4F Controller Adjustment

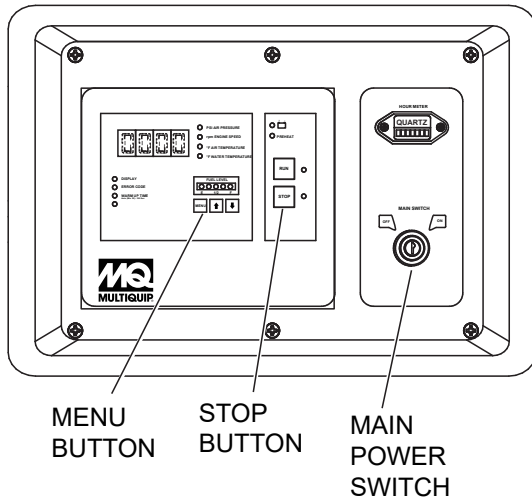
<b>Product Group:</b> Power Solutions	<b>Date Issued:</b> 03/09/20	<b>Expiration Date:</b> 03/09/21	<b>Bulletin No.</b> AC20200220
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<b>Models/Serial Numbers Affected:</b>	
<b>Model</b>	<b>Serial Number Range</b>
DIS185SSI4F	9500001 ~ 9500336, 9500338 ~ 9500340, 9500342 ~ 9500351, 9500353 ~ 9500354, 9500357, 9500361 ~ 9500362 and 9500371

<b>Details</b>
<p><b>PROBLEM:</b> Excessive vibration may lead to premature failure of the engine coupling. The low speed shutdown was set too high at the factory, allowing the engine to run up to 50 seconds before shutting down. The correct setting for low speed shut down is 5 seconds.</p> <p><b>SOLUTION:</b> Reset the low speed shutdown time to 5 seconds by following the procedure detailed in this bulletin. This will prevent premature engine coupling failure.</p>
<p><b>WORK SAFELY!</b> Follow all shop safety rules when performing this procedure.</p> <p><b>PREPARATION</b></p> <ol style="list-style-type: none"><li>1. Place the air compressor in an area free of dirt and debris. Make sure it is on secure, level ground with chock blocks underneath each wheel to prevent the unit from rolling.</li></ol>

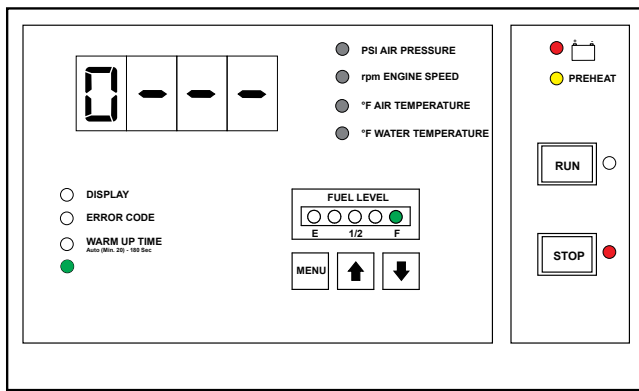
# PROCEDURE

1. Turn the main power switch on (Figure 1).



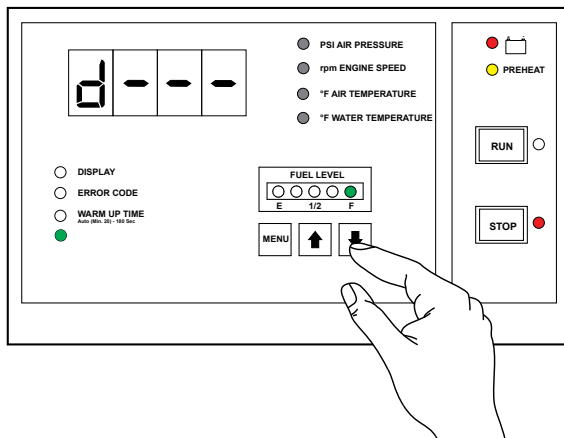
**Figure 1. Turning On Power**

2. Press and hold the MENU and STOP buttons (Figure 1). The display will change as shown in Figure 2.



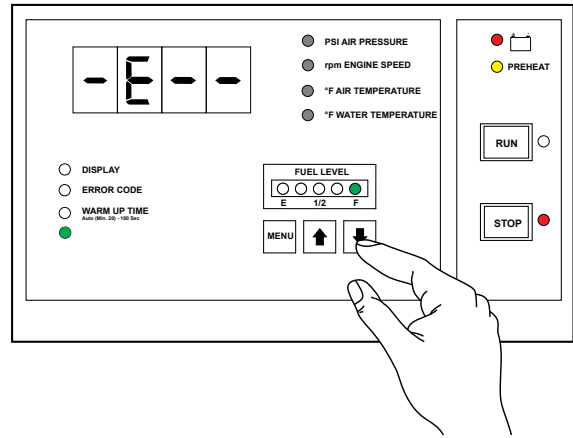
**Figure 2. Controller Display**

3. Push the arrow button to change the first digit to "d" as shown in Figure 3. Push the MENU button.



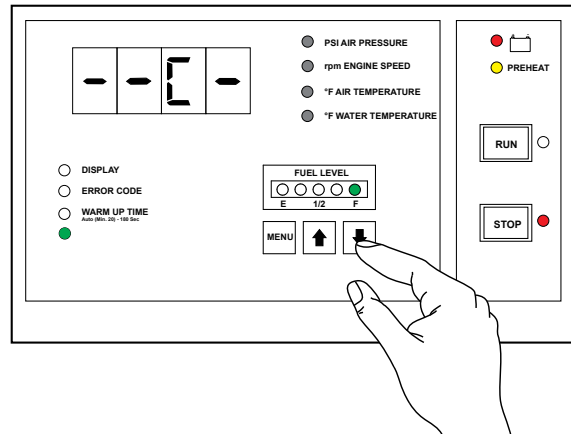
**Figure 3. Controller Display (d)**

4. Push the arrow button to change the second digit to "E" as shown in Figure 4. Push the MENU button.



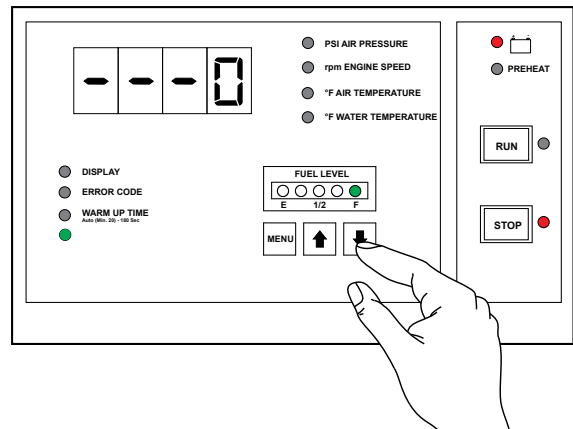
**Figure 4. Controller Display (E)**

5. Push the arrow button to change the third digit to "C" as shown in Figure 5. Push the MENU button.



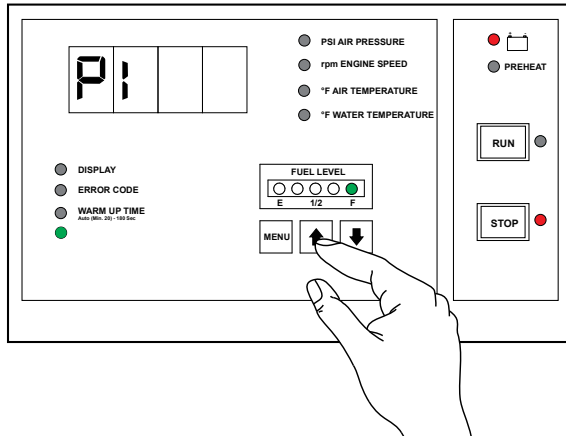
**Figure 5. Controller Display (C)**

6. Push the arrow button to change the last digit to "0" as shown in Figure 6. Push the MENU button.



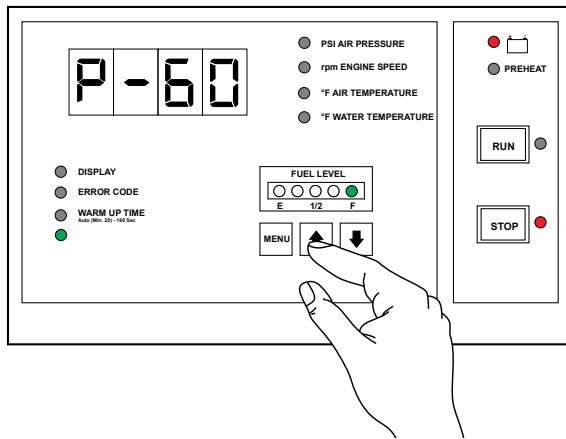
**Figure 6. Controller Display (0)**

- When MENU button is pushed, the display will change as shown in Figure 7.



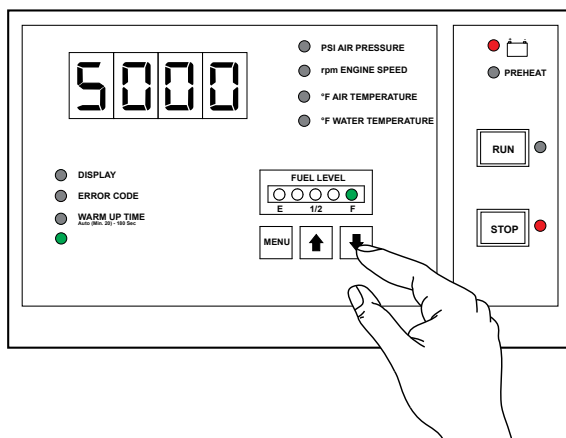
**Figure 7. Controller Display (P1)**

- Push the arrow button to change the display to "P-60" as shown in Figure 8. Push the MENU button.



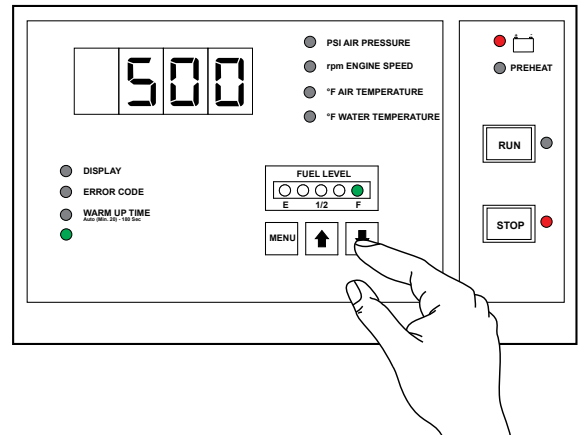
**Figure 8. Controller Display (P-60)**

- When MENU button is pushed, the display will change to "5000", indicating the low speed shutdown time of 50 seconds as set in the factory. See Figure 9.



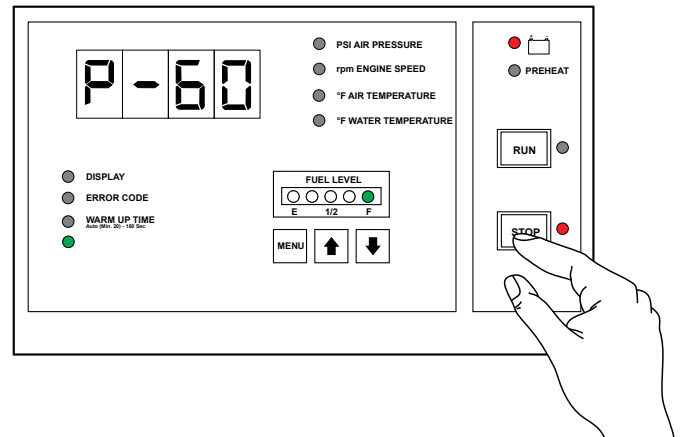
**Figure 9. Controller Display (5000)**

- Push the arrow button until the display changes to "500" to reset the low speed shutdown time to 5 seconds as shown in Figure 10. Push the MENU button to save the new setting.



**Figure 10. Controller Display (500)**

- The new setting will blink, then the display will change to "P-60" as shown in Figure 11.



**Figure 11. Controller Display (P-60)**

- Press and hold the STOP button to go back to normal operating mode.
- To verify that the new setting is saved, repeat steps 2 to 8.
- If the display shows "500", push the MENU button and then press and hold the STOP button to go back to normal operating mode.
- If the display still shows "5000", perform steps 10 to 14 again.



## **Service Bulletin**

### ***DIS185SSI4F Controller Adjustment***

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## **HERE'S HOW TO GET HELP**

PLEASE HAVE THE MODEL AND SERIAL  
NUMBER ON-HAND WHEN CALLING

### **UNITED STATES**

#### ***Multiquip Inc.***

(310) 537- 3700  
6141 Katella Avenue Suite 200  
Cypress, CA 90630  
E-MAIL: [mq@multiquip.com](mailto:mq@multiquip.com)  
WEBSITE: [www.multiquip.com](http://www.multiquip.com)

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### **CANADA**

#### ***Multiquip***

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E-MAIL: [infocanada@multiquip.com](mailto:infocanada@multiquip.com)

### **UNITED KINGDOM**

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