



Service Letter

Ariens Company
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Product Family: 27-Ton and 34-Ton Log Splitters

Subject: Cylinder Spacer Kits 51702000 and 51702100

Dealer Action: Install if Necessary

Model	Serial Number Range	Description	Kit Number
917001	101 – 9984	Ariens 27-Ton Log Splitter	51702000
917002	101 – 7673	Ariens 34-Ton Log Splitter	51702100
917003	101 – 7838	Gravelly 27-Ton Log Splitter	51702000
917004	101 – 7010	Gravelly 34-Ton Log Splitter	51702100
917300	101 – 7020	Ariens 27-Ton Log Splitter - CE	51702000
917301	101 – 7010	Gravelly 27-Ton Log Splitter - CE	51702100

Ariens Company has received a small number of warranty reports of a misalignment between the hydraulic cylinder and the main I-beam on the 27- and 34-ton log splitters. The misalignment is caused by a tolerance stack up of welded and machined parts that mount the cylinder and may cause the cylinder to be angled slightly toward the I-Beam. If this occurs, there will be a binding between the wedge and the I-Beam when the cylinder is extended. On a new machine, this misalignment will cause the wedge to vibrate or shudder when the cylinder is retracted and the back side of the wedge is pulled across the I-Beam. If the problem is not corrected, the wedge may gall or abrade the I-Beam over time.

To eliminate the possibility of this problem on the 27-ton log splitters, a new cylinder spacer 04584351 has been incorporated into the design. On earlier-built models (listed above) that display binding between the wedge and the I-beam, Cylinder Spacer Kit 51702000, which includes the new spacer, can be installed to correct the problem.

To eliminate the possibility of this problem on the 34-ton log splitter, a new mount plate and shim plate have been incorporated into the design. On earlier-built models (listed above) that display binding between the wedge and I-beam, Cylinder Spacer Kit 51702100 can be installed to correct the problem.

At initial setup of a log splitter in the affected model and serial number groups listed above, dealers should extend and retract the cylinder several times. If vibration or shuddering is observed at the wedge, the dealer should install the appropriate Cylinder Spacer Kit.

Standard warranty applies. Dealers will be reimbursed .25 hour for each 5170200 installed on an affected model and 1.00 hour for each 51702100 installed on an affected model.