
SERVICE BULLETIN

MAINTENANCE OF WAY EQUIPMENT

DATE: 09 - 2023

BULLETIN NO: 23-003

TITLE: END OF LIFE - G6 JAMBOX

RATING:

DIRECTIVE
(Action Is Required)

ALERT
(Potential Problem)

INFORMATION
(Action Is Optional)

PRODUCT IMPROVEMENT
(Enhance Product)

PRODUCT SERIES / MODEL: All Harsco Rail Models equipped with G6 JAMBOX.

SERIAL NO: All machines with G6 JAMBOX, Harsco Rail Part Number 5095084.



**ATTENTION JUPITER I / I+ CUSTOMERS:
ACTION IS STRONGLY RECOMMENDED.**

SUMMARY: This communication is to inform you of an important End-of-Life (EOL) service bulletin notification regarding our product, G6 JAMBOX, P/N 5095084. Recent developments beyond our control have led to the obsolescence of certain electronic processors, impacting their future availability. We strongly recommend that you take prompt and immediate action because of the critical role these components play in the continued operation of the equipment.

OPERATIONAL IMPACT:

Effective Dec 31st, 2023, Harsco Rail will no longer be able to procure the G6 Jambox, Part Number 5095084. The processors used in the G6 Jambox are no longer commercially available. Due to technological obsolescence outside of our control, we will be migrating to the G7 Jambox.

This will impact equipment with Jupiter I / I+ and Jupiter II control systems.

We will continue to provide our standard parts warranty and support for the G6 Jambox. During this period, we will honor warranty obligations and offer technical assistance to ensure the continued functionality of the product.

ACTION: Final Buy Offer – G6 JAMBOX, Part Number 5095084.

Recommend proactive actions to assess your specific needs and place any necessary orders for the G6 Jambox before October 31, 2023.

Jupiter I / I+ Customers:

We strongly encourage creating an inventory of G6 Jamboxes to support your equipment. While a G7 Jambox will be offered in 2024, switching to the G7 Jambox on Jupiter I / I+ equipment will be complex and require significant engineering for each application. Switching to the G7 Jambox without upgrading to Jupiter II will be cost prohibitive.

Our general recommendation is to obtain one replacement G6 Jambox for every planned 5-year asset lifespan and to procure a small surplus in inventory for backup purposes. Typically, each equipment application requires a single Jambox. However, in the case of equipment that employs multiple Jamboxes, such as larger grinders, we advise doubling this recommendation.

Jupiter II Customers:

A G7 Jambox will be available for Jupiter II equipment in Q3 2024. We recommend stocking sufficient G6 Jamboxes to cover the transition.

CONTACT: Contact your local Harsco Rail representative or the Aftermarket Parts Department at Harsco Rail to place your orders for the G6 Jambox. Our dedicated support team is ready to guide you through the available options and provide personalized assistance.

Please be prepared to provide your equipment type and serial number. A software update will be required with each Jambox replacement.

Harsco Rail Aftermarket Parts Department:
(803) 822-7546
(803) 822-7420

Email: railparts@harsco.com

Component Parts List:

PART NO	DESCRIPTION
5095084	Jambox, G6

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306 West 4th Street
Fairmont, MN
56031-1837
Tel: (507) 235-7376
Parts: (800) 800-6410
Fax: (507) 235-7372

2401 Edmund Road, Box 20
Cayce-West Columbia, SC
29171-0020
Tel: (803) 822-7420
Parts: (800) 800-6410
Fax: (803) 822-7403

200 South Jackson Road
Ludington, MI
49431
Tel: (231) 843-3431
Parts: (800) 800-6410
Fax: (231) 843-1644