

# Top Concerns & Questions of Machinery Manufacturers

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- Customers removing guards and defeating or bypassing known safety devices.
- Customers modifying the machinery without the manufacturer's knowledge.
- Customers not properly maintaining the machines.
- Customers creating job procedures or job tasks that are not realistic or compatible for the machinery involved.
- An accident has been reported. . .now what?
- We have received notice of a lawsuit, but never even knew about the accident. . .now what?
- How, when and why do I send out safety bulletins to customers of existing machinery? To whom do I send them?
- How do I handle the safety features of a modification job that is going to be integrated with existing or customer furnished equipment?
- Legacy machines – When do we upgrade safety features? i.e. guarding, signs, instructions etc.
- Legacy machines – Who pays for safety upgrades? i.e. Manufacturer, Customer, Shared Cost, Cost plus Mark-up, Installation Time etc.
- Does a new machine design mean I have to go back and make changes to similar machines already in the field?
- How do we find out about and handle special “local” safety rules and regulations that pertain to equipment sold to certain areas?
- How do we handle special requests made by the customer? i.e. They require guarding to be compatible with their particular plant requirements.
- When do I stop assessing the risk on a machine?
- What is the minimum amount of information I have to give in the Instruction Manual?
- Who is responsible for the safety features on the machines and do I have to put that in the machines specifications?
- Can the content of brochures, literature, photographs and video's be used against us? Should they be reviewed for content?
- Do my safety signs, instruction manuals, HMI screens and other “on machine” information have to be in the language of the end-user?