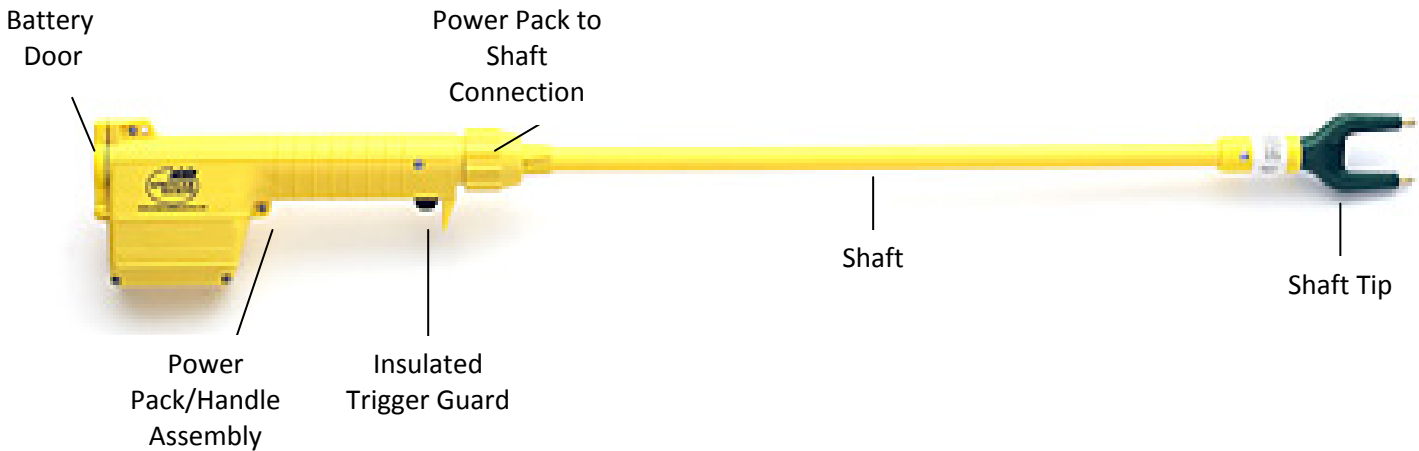


# Stock Prod Maintenance & Troubleshooting Guide



## MAINTENANCE AFTER EACH USE:

1. Thoroughly CLEAN AND DRY the Springer Magrath Livestock Prod after each use.
  - a. Remove shaft from handle and dry connection area of shaft and handle.
  - b. Wipe handle with a dry cloth, particularly around the trigger button and end cover areas.
2. Inspect shaft tip for damage or excessive wear and replace as necessary.
3. If wet or damp, allow to dry before re-assembling. Make sure completely dry before using.
  - a. Store with shaft separated from unit to allow for complete drying in areas that can't be wiped dry.
  - b. Leave battery door open and remove insulator to help dry. (replace before use).
  - c. Let fan blow in battery door to help dry out the prod.
4. The Springer Magrath Prod may be stored lying down.
5. Remove batteries if not using for a long time.
6. Remove insulator if wet to dry out (replace before use).

## PERIODIC MAINTENANCE - Weekly or when the Springer Magrath Prod is exposed to moisture:

1. Disassemble the prod, clean and dry all parts to ensure Prod is completely dry.
2. Inspect all metal contacts for corrosion and clean all contacts with a dry abrasive material.
3. Inspect and check power level of batteries. Replace with four Springer Magrath batteries if corroded or weak.
4. Remove batteries if not using for a long time.
5. Inspect all parts for damage and replace as needed.
6. The Springer Magrath Prod may be stored lying down.

## TESTING OPERATION OF THE SPRINGER MAGRATH STOCK PROD:

1. Check that Prod is assembled correctly and that all connections are secure.
2. Depress trigger and listen for the motor tone.
3. Touch both points to a metal surface, visible sparking on contact should occur.
4. Make sure prod is dry and insulator is back on Prod. Do not use without insulator over switch.

## Repairs:

Springer Magrath maintains a complete repair service at the factory. If a Springer Magrath product fails due to defect within the specified warranty period, the unit must be returned to the factory for examination. If the product is found to be defective and is within the warranty period, replacement or repairs will be made. For detailed warranty information visit [www.springermagrath.com](http://www.springermagrath.com)

Springer Magrath also maintains a repair for fee service at the factory. If a product is returned to the factory for repair and is not within the warranty period, customers will be contacted regarding estimated repair costs prior to chargeable repair service being performed.

## Returns:

In the event a product needs to be returned to Springer Magrath for a warranty claim:

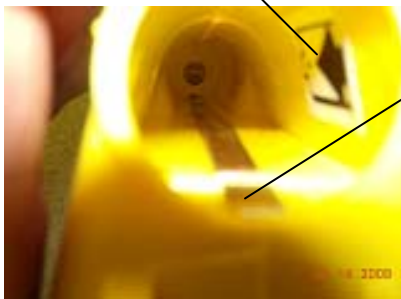
1. Enclose a note with the product that includes your name, full address and phone number.
2. Send the product and above information to:

Springer Magrath  
404 W B St  
McCook, NE 69001  
Or Call 800-445-9254

**TROUBLESHOOTING GUIDE:**

| Symptom  | Possible Cause                    | Possible Fix  |
|--|-----------------------------------|---|
| Weak Spark/No Spark<br>or<br>Prod makes tone, but no spark at end of shaft                 | Batteries weak                    | Replace with 4 Springer Magrath batteries   |
|  | Bad connection                    | Clean all connections with dry adhesive   |
|  | Batteries not installed correctly | Check to see that the batteries are installed correctly per insertion diagram inside the case. Replace with four Springer Magrath batteries if corroded or weak.                    |
|  | Battery door contact under spring | Check to ensure battery contact has not become lodged under the battery contact spring.   |
| Motor makes snapping sounds when shaft is not on animal or against steel                   | Bad shaft                         | Remove shaft, if snapping stops clean/dry shaft. If snapping continues when shaft is reattached replace the shaft.  |
|  | Wet, moisture                     | Disassemble Prod, clean all contacts with dry abrasive material. Make sure Prod is completely dry. Reassemble and test.   |
| Arcing between contacts on motor or shaft  | Bad shaft                         | Clean and dry shaft tip. If arcing still occurs at tip, replace shaft.  |
|  | Short circuit due to moisture     | Disassemble Prod, clean all connections with dry adhesive make sure Prod is completely dry. Reassemble and test.  |
| Batteries getting hot (please note that batteries getting warm during operation is normal) | Batteries not installed correctly | Check to see that the batteries are installed correctly per insertion diagram inside the case.  |
|  | Short circuit                     | Clean and inspect all contacts and check assembly of Prod to include all parts in case and ensure that all components are thoroughly dry.   |
| User receiving shock at handle during operation  | Short circuit                     | Clean all contacts with dry abrasive material and check assembly of Prod to include all parts in case and ensure that all components are thoroughly dry and insulator is installed. |
|  | Wet, moisture                     |   |
| Prod still not functioning   | Damaged or bad motor and/or case  | Call Springer Magrath at 1-800-445-9254 for customer service.   |

Check that batteries are installed correctly, per the diagram.



Inspect & clean all contacts with dry abrasive material.



Check that contact has not become lodged under battery contact spring.

Replace batteries if corroded or weak



If wet or damp, allow to dry before re-assembling. Make sure completely dry before using.

- Store with shaft separated from unit to allow for complete drying in areas that can't be wiped dry.
- Leave battery door open and remove insulator to help dry. (Replace before use).
- Let fan blow in battery door to help dry out the prod.

Follow all product instructions and warnings

|   |  |
|---|--|
| <b>⚠ WARNING</b>  | <b>⚠ ADVERTENCIA</b>   |
| <ul style="list-style-type: none"> <li>• Read and understand operating and care instructions</li> <li>• For ground use only</li> <li>• Generates high-voltage pulse</li> <li>• Use on LIVESTOCK ONLY</li> <li>• Keep out of reach of children</li> <li>• Keep prod dry</li> </ul>   | <ul style="list-style-type: none"> <li>• Lea y comprenda las instrucciones de operación y de cuidado</li> <li>• Para uso en tierra solamente</li> <li>• Genera impulsos de alto voltaje</li> <li>• Use en GANADO SOLAMENTE</li> <li>• Mantenga fuera del alcance de los niños</li> <li>• Mantenga el prod seco</li> </ul>                            |
| <b>⚠ WARNING</b>  | <b>⚠ AVERTISSEMENT</b>   |
| <ul style="list-style-type: none"> <li>• Versichern Sie sich, dass Sie alle Betriebsund Pflegeanweisungen gelesen und verstanden haben</li> <li>• Nur am Boden verwenden</li> <li>• Erzeugt Hochspannungspuls</li> <li>• NUR BEI NUTZTIEREN verwenden</li> <li>• Für Kinder unzugänglich aufbewahren</li> <li>• Den Stock trocken halten</li> </ul> | <ul style="list-style-type: none"> <li>• Lire et comprendre les instructions d'emploi et d'entretien</li> <li>• Exclusivement pour un usage au sol</li> <li>• Génère une impulsion de tension élevée</li> <li>• Utiliser UNIQUEMENT SUR DU BÉTAIL</li> <li>• Conserver hors de portée des enfants</li> <li>• Conserver l'aiguillon au sec</li> </ul> |