

TECHNICAL SERVICE BULLETIN

Date	1/26/21	Type of alert	Urgent
Form ID number	TSB-0001	Description	Wheel Probing, NUMROTO 4.2+

Applicable Product Lines: NTG, NXT

Service Technical Quality Alert

This communication is to inform you (the customer) of potential issues that may arise given certain circumstances or as the result of internal testing. For any clarification, please contact the Star Service Department at service@starcutter.com.

Customer Concern/Product Defect

NTG and NXT machines equipped with synchronous (position-able) Reckerth spindles will encounter an error while in the %740 (wheel probing) program. NUMROTO points to a Star maintained program for wheel probing. NUMROTO 4.2+ uses a separate radial and axial index requiring (2) variables. The Star (%740) program only had (1).

Photos of Concern/Defect, (if available)

N/A

Consequences of Concern/Defect:

The wheel probing will not work properly until the program is updated.

Containment Actions (Attach Containment Worksheet if applicable)

Notification to affected parties that this issue will result in the wheel probing program not functioning correctly, and to either update the program or contact Star to assist with the update.

Resolution

Update the %740 program with the attached program.

Quick Digital Contacts

Using your phone's camera, aim at the code to initiate a phone call, email, submit service request ticket or visit our website. You can also phone us at: (231) 264-5661

Phone Service



Email Service



Submit Service Ticket



Visit Website

