

## TECHNICAL SERVICE BULLETIN

<b>Date</b>	2/9/21	<b>Type of alert</b>	Urgent
<b>Form ID number</b>	TSB-0002	<b>Description</b>	Grease Logic Update

**Applicable Product Lines:** 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

Star has identified a possible inadequate grease interval to the X, Y and Z axis carriages. When powering down the Star NXT, depending upon the logic revision, the time for the grease interval may reset. This can result in the linear carriages not seeing adequate greasing cycles.

### Photos of Concern/Defect, (if available)

N/A

### Consequences of Concern/Defect:

Inadequate grease to the X, Z, and Y carriages. Decreased life expectancy of carriages.

### Containment Actions (Attach Containment Worksheet if applicable)

Leave the NXT machine powered up until updated controls version is applied. Or manually activate a grease cycle every time the machine is powered up.

### Resolution

Contact Star to update controls logic.

### 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

