

## TECHNICAL SERVICE BULLETIN

<b>Date</b>	3/3/21	<b>Type of alert</b>	Medium
<b>Form ID number</b>	TSB-0003	<b>Description</b>	Ether Cat Communications

**Applicable Product Lines:** NXT

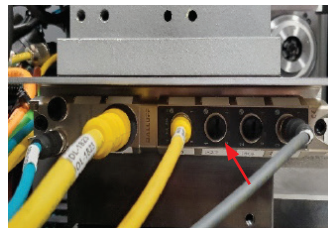
**Service Technical Quality Alert**

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 production oversight that could lead to Ether Cat communication issues. The Ether Cat IO blocks that are in the grinding area may have caps that were not placed in the unused ports of the blocks. (see photos below)

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



**Consequences of Concern/Defect:**

Ether Cat communications could become intermittent.

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

Check the ports in your machine. There are 3 locations where IO blocks are located in the grind zone:

1. On the operator side of the headstock
2. Behind the headstock, just under the energy track
3. On the wheel changing station rack (if you machine is equipped with wheel changing stations in the down position)

**Resolution**

Contact Star so we can send you the appropriate plugs for your IO blocks.

**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



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