

## Dual Ballscrew Troubleshooting Inspection Report

|   |               |  |                  |
|---|---------------|--|------------------|
| Technician  |               | Cell#  |                  |
| Serial Number   |               | Date   |                  |
| Model   |               |  |                  |
| <b>Ballscrew</b>  |               |  |                  |
| What is the brand of the ballscrew?   |               |  |                  |
| What type of coupler is installed?  | Flex Coupling | Solid Coupling   | Spider Coupling  |
| <b>Preliminary Troubleshooting</b>  |               |  |                  |
| 1a. What alarms are generated?  |               | 1c. Have you submitted a video of the original issue to service? | Yes    No        |
| 1b. When does the alarm occur?  |               |  |                  |
| 2a. Has the machine been crashed?   | Yes    No     | 2b. Is the ballscrew physically damaged?                         | Yes    No        |
| 2c. Are the support or motor housing bearings damaged? Bearings should feel smooth by hand.   |               | Yes    No  |                  |
| 3. Did you check the ballscrew for correct lubrication?   |               | Yes    No  |                  |
| 4. Is the correct lubrication being used?   | Yes    No     | Lubrication Used:  |                  |
| 5a. For brand new installed machines that alarm during power up restart: Has the machine been rough leveled before first power up?  |               | Yes    No  |                  |
| 5b. Is the machine able to move across full travel in jog mode <b>AND</b> by command without alarming out after rough leveling the machine?   |               | Yes    No  |                  |
| 5c. Has a video of the X-axis twist across the entire X-axis travel been submitted?   |               | Yes    No  |                  |
| 6. Has an <b>inspection report</b> been completed and submit it to service for evaluation? <b>DO NOT</b> make geometry adjustments before consulting with service.  |               | Inspection Report  | Yes    No    N/A |
| 7. Has an <b>error report</b> been submitted to service for evaluation?   |               | Error Report:  | Yes    No    N/A |
| 8. What is the Load range for both the F1 and X axis? (submit a video of the X and F1 load as it moves full travel)   |               | X:   | F1:              |
| 9a. Is the Linear Scales Compensation (LSC) active for the F1 Axis (Parameter 20.319 SLAVE 1 ENABLE LSC COMPENSATION Value = True)? (See the unpacked Error Report <b>ParameterList.xml</b> file.)                                      |               | Yes    No  |                  |
| 9b. If you answer yes, is there any LSC compensation values applied to the F1 Axis? (A value of 1.7977E+308 means that there is no compensation, refer to the LSC section of the Ballscrew Troubleshooting guide for more information). |               | Yes    No  |                  |
| 10. Have you saved and submitted the LSC files to Service? (Save LSC comp by doing the following. USB inserted Press [LIST PROGRAM] > navigate to USB press [F4] for system, then select "save LSC" )                                   |               | Yes    No  |                  |
| 11. Other - Describe the issue:   |               |  |                  |
|   |               |  |                  |
| <b>Notes/ Observations:</b>   |               |  |                  |
|   |               |  |                  |
| <b>Attach this report, an error report, and any relevant documentation to a service notification in the Haas Service App.</b>   |               |  |                  |