

JEMMS-Cascade Warranty Claim Inquiry Form

Date _____ Name _____
Attachment's assembly number _____ Company _____
Attachment's serial number _____ Phone Number _____

Explain Symptom

Maintenance, Life Cycle, and Capability

Torque unit of measure _____ Application's target torque _____
Programed high torque limit _____ Application's torque range _____
Total amount of fastening cycles experienced by attachment _____
How often was lubrication provided in fastening cycles _____
Has over torque failures been recorded by the controller _____
Are tightened fasteners ever loosened _____
If yes, what is the breakaway torque to loosen a tightened fastener _____
If yes, what is the programed torque high limit in reverse (CCW) rotation _____

Open End Attachments

What torque is used to home, or align, the socket gear opening in reverse _____

Assembly Environment

Are output extensions used _____ Length of output extension _____
Does the gearbox come in contact with, or bump, anything during fastening _____
Does anything prohibit axial alignment between the tool's output and fastener _____
Is a wobble socket or compliance device used on the tool's output _____

Fixtured Applications

Amount of output spindle travel required _____
Maximum thrust load applied to the output by an automation process or operator _____
If part of a multi-spindle fastening system, how is the system suspended _____
What is the distance between output spindles _____
How is the attachment mounted to the fixturing _____
Has anything been added to, or mounted on the attachment _____
Are crash conditions experienced _____

JEMMS-Cascade internal use

Engineering Notes

Service Notes