

## RAPIDTURN SPINDLE REBUILD PROGRAM

**Date:** December 27, 2016

**Product Identification:** Tormach RapidTurn 5C Chucker Lathe serial numbers C001-C199

**Purpose:** This document details an issue and resolution related to a manufacturing error in spindle design on a Tormach RapidTurn 5C Chucker Lathe.

### Background

RapidTurn units delivered to customers prior to December 1, 2016 were manufactured with an incorrect spindle design that omits the internal back bearing surface for 5C collets. We have found that the omission of the back bearing surface in the spindle comes into play in the following 2 scenarios:

- Holding tight concentricity tolerances to an existing feature
- Taking heavy cuts

### Resolution

We are committed to correcting this issue on all the affected units at no-cost to the customer. We will be instituting a RapidTurn Spindle Rebuild program for the affected units; spindles will be replaced by our technicians at our Wisconsin office. These units will be eligible for one no cost spindle rebuild at any time in the next 5 years (until Dec 31, 2021).

We have fast-tracked manufacturing of corrected spindles. We anticipate being able to start rebuilding units in February 2017. We will rebuild the units on a first-come-first served basis.

### How to Initiate a Rebuild

1. Contact [orders@tormach.com](mailto:orders@tormach.com). Please use "RapidTurn Rebuild Program" in your subject line. Provide the following information: name, serial number of the RapidTurn unit, and shipping address.
  - FOR USA and CANADA: We will send you a "care package" with new shipping container, packaging instructions, and return postage tags.
  - FOR INTERNATIONAL: A sales associate will contact you with more information on how to best handle the return on a case-by-case basis.
2. Once we receive your RapidTurn, our technicians will rebuild the unit in Wisconsin with a new spindle and return your unit to you. Our goal is to turn these around as fast as we can, but the process could take 2-4 weeks depending on repair back log. If for some reason we are not able to rebuild your unit, we may choose to send you another unit, at our discretion.

