

Installation Instruction

100 Series Pump Motor Life Issue



PROBLEM

Some units with 100 Series Pump motor gearboxes shipped from Santa Cruz from November 17, 2006 to December 12, 2006 may have decreased motor gearbox life. The symptom of decreased life is that the motor becomes very loud, and eventually stops working due to premature gear wear, such that gear teeth wear out more quickly than usual, as shown on the bottom gear in the picture.



WORN GEAR
TEETH

The main root cause of this problem was temperature during the gear production process. This lot had gears produced on a different mold machine which will not be used again.

SCOPE

The following products are, or could possibly be affected by this problem:

Tahoe
Sierra
NS-500
NS-1000
Summit E (100 Series Pump version only)
DR-2000 and SingleShot are not affected.

SOLUTION

We plan on shipping replacement motor gearboxes to customers who received suspect motor gearboxes. If you are receiving this notice with a shipment of motor gearboxes, please replace motor gearboxes on units we shipped to you during the period of November 17, 2006 to December 12, 2006.

Please note that as a continuous improvement measure we have also begun adding a plastic plate on top of the gears, which has been shown in lab tests to substantially improve motor/gearbox life well beyond our target of 1000 hours run time (at 10 psi).



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