



STANLEY SHEPPARD COMPANY, INC.

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TROUBLESHOOTING QUESTIONNAIRE

COMPANY NAME: _____ DATE: _____

CONTACT NAME: _____ TITLE: _____

TELEPHONE: _____ EXT.: _____ FAX: _____

BIG MODEL NO.: _____ PURCHASE DATE: _____

MACHINE MAKE & MODEL: _____ PURCHASE DATE: _____

DETAILS OF PROBLEM

What is the specific problem your company is experiencing with the unit? _____

Is this problem apparent at all times or only when the unit is under load? _____

How long was the unit used before it experienced a problem? _____

Has your company tried using the problem unit on any other machine? _____

Has the problem unit ever been serviced or repaired before? _____

If yes, when? _____

Does your company have more than one BIG unit that is mounted on the machine? _____

If yes, what is the model? _____

Has your company had any problems with this unit? _____

What are the model numbers of the Nut and Collet being used? _____

What is the condition of the Nut and Collet? _____

SPECIFICATIONS OF CUTTING TOOL

Type: _____ Material: _____

Size: _____ No. of Cutting Edges: _____

Has more than one cutting tool been tried? _____

SPECIFICATIONS OF WORK PIECE

Material: _____ Hardness: _____

Description: _____

How is work piece being held? _____

DETAILS OF APPLICATION

Describe operation: _____

Cycle time: _____ Hours used per day: _____

Depth of cut: _____ Length of cut: _____

Spindle speed: _____ Feed rate: _____

Is this a new application for the unit? _____

If not, how long has the unit been used for this application? _____

DETAILS OF SET-UP

Is a BIG Stop Block mounted on the machine? _____ If yes, was it mounted by your company or did it come equipped on the machine? _____

If you are using another brand stop block or if you made your own stop block, does it have a hole or a tapered slot that the unit's locating pin engages into? _____

When the unit's locating pin is depressed into the stop block so that the unit can turn freely, how much clearance is there from the top of the unit's locating arm to the bottom of the unit's indexing ring?

Are there any marks on the unit's locating pin? _____

If yes, please describe: _____

Is the unit manually loaded into the machine or does it run through the ATC? _____

Has the unit been run on more than one machine? _____

DETAILS OF ENVIRONMENT

Is flood coolant being used in the operation? _____ What is the pressure? _____

Is coolant being run through the machine spindle? _____ What is the pressure? _____

Is coolant being run through the unit's coolant jacket? _____ What is the pressure? _____

When is the coolant turned on and off? _____

**PLEASE COMPLETE AND RETURN THIS QUESTIONNAIRE TO US AS SOON AS POSSIBLE.
THANK YOU FOR YOUR ASSISTANCE.**