Creo Inc.
3700 Gilmore Way
Burnaby, B.C., Canada
V5G 4M1
Tel: 1-604-451-2700
Fax: 1-604-437-9891

Request support:
ecentral.creo.com

www.creo.com

creo

Release date:17 March 2005

Product bulletin

Martin Wight
Martin.wight@creo.com

Magnus VLF MCU Non Conformity

Problem

The lubricating device on some Magnus VLF MCU devices is filled with the wrong grease. It is critical that we track down all of the lubricators with the wrong grease, remove these from the devices, and clean any of the contaminating grease from the system. It is also important to track the time and costs involved relating to this error so that these costs can be recovered from the grease vendor. Follow the procedures below to check all devices in the field during your next site visit.

Inspection

Open the MCU and locate the lubricator. Remove the hose and fittings from the lubricator and inspect the grease color. The grease in the lubricator reservoir should be cream or beige in color. The incorrect grease is clear as shown in the photo on the right.





The photo on the left shows the correct grease container (Loctite® Viperlube).

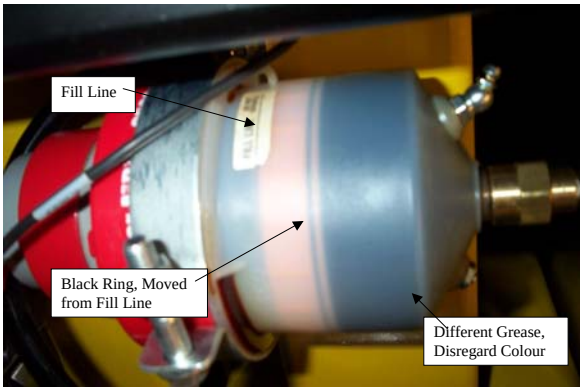
If you are still unsure if the grease is correct, compare this to the color of the grease on the jack screw. Because the jack screw grease changes to black with use, inspect the unused excess grease on the upper most portion of the jack screw where the nut does not travel.

If you are still unsure, send a photo of the lubricator to Martin Wight or assume that the grease is incorrect and follow the appropriate actions below.

Actions

If the lubricator has the correct grease:

1. Check that the lubricator is working correctly using one or more of the methods below.
   - The black ring inside the lubricator should have moved up from the fill to line indicated on the reservoir body. Note that if the lubricator is relatively new, then the black ring may not have moved.



   - Disconnect the hose from the lubricator and connect a 24 VDC supply to the lubricator terminals. **Note:** It is critical that you connect the supply correctly or the lubricator will fail. With the voltage connected, the unit will dispense grease at a very slow rate. Do not run the lubricator for more than 1 minute, as this could cause it to fail.
   - Disconnect the hose from the lubricator. In the firmware, set the TotalMCUMotorRunTime to > 10800 and drive the forks up and down through service shell (`>>cassette move <1,2.3.4`). The lubricator should turn on and dispense grease at a very slow rate.
2. If the lubricator is working, then no further action is required. Complete the report at the end of this document and send the results to Martin Wight.
3. If the lubricator is not working:
   - Indicate this on the report at the end of this document and send the results to Martin Wight.
   - Order and install a new lubricator (Creo part number 390-00094).
   - Mark the lubricator as not working and store it inside the MCU (at a later date we may need to collect these to return to the vendor).

If the lubricator has the incorrect grease:

1. Disconnect the cable from the terminal on the lubricator. Be sure to insulate the forks on the end of the cables to ensure they do not short circuit.
2. Disconnect the hose from the lubricator.
3. Remove the lubricator and return it to Creo, attention of Martin Wight.
4. Determine if the clear grease has contaminated the drive screw and nut by disconnecting the hose from the lubricator and inspecting the grease inside the hose.
   - If the clear grease is not at the end of the hose, the system is not contaminated.
   - If the clear grease has made its way through the entire length of the hose, the drive screw and nut must be considered contaminated.

5. If the drive screw and nut are contaminated, thoroughly clean and re-lubricated them with Loctite Viperlube (Loctite part number 36782; Creo part number 404-00135).
6. Order and replace the lubricator assembly (Creo part number 500-00768A). Each MCU should have a spare lubricator—if you use the spare lubricator or if there is no spare present, order a spare lubricator (Creo part number 390-00094) for that MCU.
7. Complete the report at the end of this document and send the results to Martin Wight.

Report

Device Serial Number:	MT____
MCU Serial Number:	MM____
Correct Lubricant in MCU:	Yes/No
Lubricator Appears to Work:	Yes/No
Estimate of Grease left in Reservoir	_____%
Drive Screw Contaminated:	Yes/No
Parts Returned to Annacis on waybill:	_____
Date:	_____
Service Call Number:	_____

Submit your report to Martin Wight at martin.wight@creo.com.

The mailing address for returning grease lubricators is:

Attention Martin Wight

Creo Inc. - Annacis Island

1608 Cliveden Avenue

Delta, British Columbia

Canada V3M 6P1

About Creo

Creo is a world leader in solutions for the graphic arts industry. Core product lines include image capture systems; inkjet proofers; thermal imaging devices for films, plates and proofs; professional color and copydot scanning systems; workflow management software; and proofing and printing consumables. Creo is also an Original Equipment Manufacture supplier of on-press imaging technology, components for digital presses, and color servers for high-speed, print-on-demand digital printers. Creo trades under the symbols CREO on NASDAQ and CRE on the Toronto Stock Exchange. www.creo.com

© 2003 Creo Inc. The Creo product names mentioned in this document are trademarks or service marks of Creo Inc. and may be registered in certain jurisdictions. Other company and brand, product and service names are for identification purposes only and may be trademarks or registered trademarks of their respective holders. Data is subject to change without notice.