Safety Alert From Creo: Trendsetter Autoloader and Trendsetter NEWS plate bay hinges

Applies to

- Trendsetter® 3230 /3244 Autoloader
- Trendsetter 400/800 Autoloader
- Trendsetter 400/800 II Autoloader
- Trendsetter 2637
- Trendsetter NEWS 50/70/100/150/200

Background

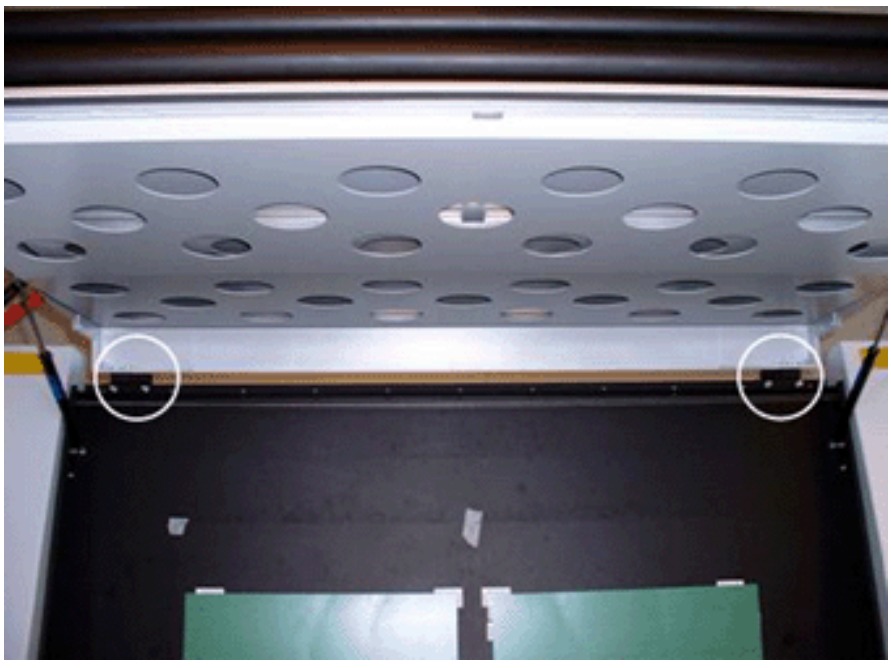
The plate bay door hinges are key support components of the plate bay door. Weakening of these hinges after years of use could lead to failure which may cause injury to the operator.
This document has guidelines for inspecting the hinges and actions to take to ensure safe operation of the Trendsetter®.

Ensuring Safety

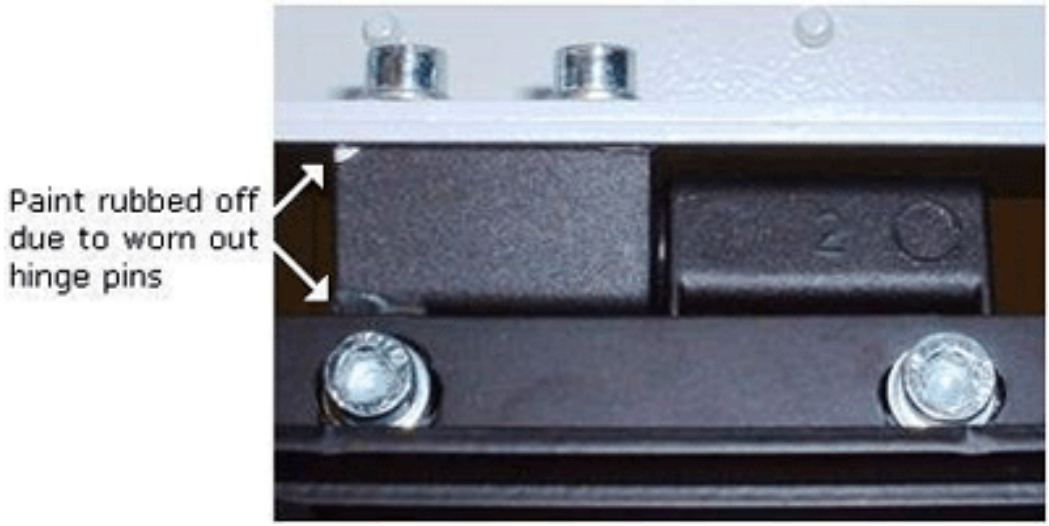
If you are uncertain about the condition of the hinges, please use extra caution when operating the Trendsetter® with the plate bay door open. The Creo team is working on a solution which will ensure the durability of these door hinges for the lifetime of the product. An updated Product Alert will be released when we have a permanent solution. In the meantime, Creo will replace any hinges which show signs of wear or deterioration.

Inspecting the Hinges

1. To inspect the hinges:
   Open the plate bay door and locate the two hinges.



2. Inspect the hinges for signs of wear, particularly paint damage on the outside corners of the hinges as shown in the photo below.



3. Check the 4 screws for tightness using finger pressure only.

   IMPORTANT – DO NOT USE TOOLS to test the tightness of these fasteners. This will break the fastener loose from the thread locking compound.

Resolution:

If the plate bay hinges show any of signs of wear or the screws or hinges themselves are loose, please contact the Creo Response Centre or authorized service provider. They will schedule a field service engineer to visit your site and replace any worn parts.
Once we have a permanent solution, a Creo service team member will be contacting each affected customer site to assess the condition of these components and replace parts where necessary.