

CHAPTER 10 ORDERING PARTS

NOTE

The following information applies to North American customers. Foreign customers should contact their local service representative for information on ordering parts.

Ordering Loaner Parts: The sensing heads and electronics package are not actual replacement parts. When they break down, they are to be sent to Spartanics for repair. In the meantime, a loaner part can be furnished at no cost (except for shipping costs). Loaner parts can usually be shipped to the customer within 24 hours. When ordering loaner parts, please be prepared to give the following information:

1. Model number of press*.
2. Serial number of press*.
3. Model number of sensing heads**.
4. Type of material being punched.
5. Whether or not the press is equipped with a single-axis selector table.
6. Description of malfunction.
7. Purchase Order # for repair.
8. Address/Contact/Phone Number.
9. Shipping method.

Ordering Replacement parts: Before ordering replacement parts, select the necessary part numbers from the Illustrated Parts List in Chapter 11.

Parts can be ordered by mail, phone, or telex. When ordering parts by mail, send in a completed copy of the form on the next page. When ordering parts by phone or telex, please be prepared to give the following information:

1. Model number of press*.
2. Serial number of press*.
3. Part number and item number.
4. Purchase Order # for repair
5. Address/Contact/Phone Number

Our telephone number is (847) 394-5700.

Our FAX number is (847) 394-0409

**Our office hours are 8:00 AM - 4:30 PM
North American Central Time.**

If you encounter a problem that is not covered in this manual, please call Spartanics Ltd.'s service department and ask for a Model-83 Technician.

*Note 1: The model number and serial number of the press are stamped on the nameplate attached to the front of the press.

**Note 2: The model number of the sensing heads is stamped on a plate attached to the side of each sensing head.

