

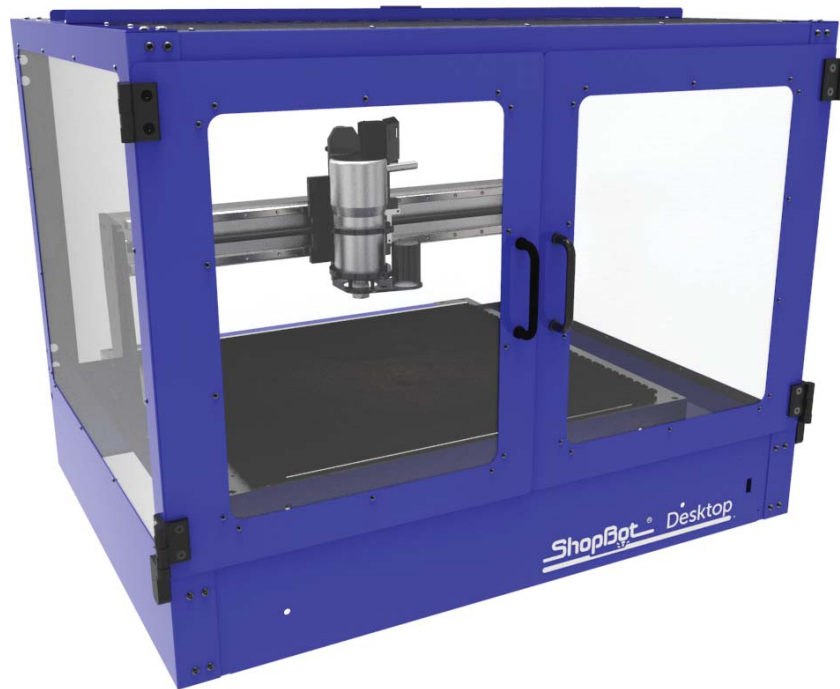


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Technical Service Bulletin

For Desktop Full Enclosures

sold between 10/27/2017 and 12/8/2017



This document applies to Desktop Full Enclosures (part 5414) sold between 10/27/2017 and 12/8/2017.

An issue has been found with the safety switches in the hinges of the enclosure. The lower hinges on the full enclosure have built-in switches to keep the machine from cutting while the doors of the enclosure are open.

Some of these switches were mislabeled during manufacturing by our supplier. As a result, we received the wrong model of product. Since the product came in the correct packaging and had the correct labeling on it, the error was not immediately caught at our facility. We believe that 4 or 5 enclosures may have shipped with the incorrect hinge switches, but we have no way of knowing which customers they shipped to.

If you have an enclosure manufactured during this time, please perform the following quick test. If you received this document in an email, you have an enclosure that may be affected.

Locate hinge to be tested

The hinges in question are shown in this picture. Either the left hinge, the right hinge, or both may be affected.

This does not apply to the hinges on the top of the doors. Those do not have switches in them.



What is wrong with the hinges?

When the doors are opened, a switch inside the hinge sends a signal to the machine that the door is opened. This signal is supposed to be sent when the door is opened. On defective models this signal does not get sent until the door is opened all the way to 90 degrees.

How do I tell if my switches are bad?

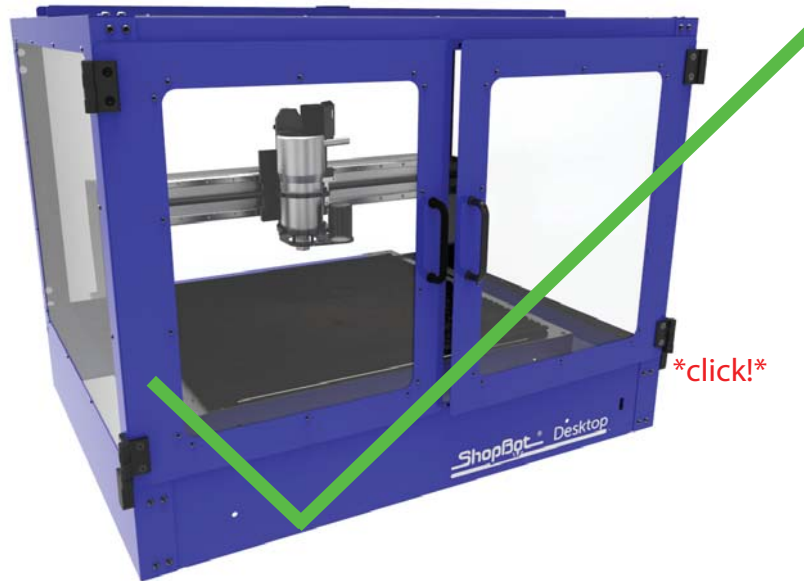
If the “DOOR!” status in the ShopBot software displays even when both doors are closed, and the switches are wired correctly according to the document that shipped with the full enclosure, you have a defective switch.

To test the switches to confirm or if you have not built your enclosure yet and can't do a software check, follow the steps in the next section.



Testing the switches:

When opening the doors, you can hear an audible click. It is about the same volume as clicking a retractable ballpoint pen. On the correct switches, this sound should be heard when the door is opened 10 degrees (about 2 inches), as shown in this picture.



The defective hinges will only click when the door is opened to 90 degrees.



Make sure you check BOTH the left and right hinges. We know that some machines shipped with one good hinge and one bad hinge.

If you find a defective switch:

Call ShopBot support at 888.680.4466 (toll free) or email support@shopbottools.com

Tell them you have a ShopBot Desktop Full Enclosure with a defective safety switch. Be sure to identify which switch is defective (left or right), so we can send the correct replacement. If the tool was purchased under a company name, be sure to include that info so we can find your order. Also include the shipping address that you need the replacement part sent to.

A replacement part will be sent out with replacement instructions. In most cases the new hinge can be installed in 5 to 10 minutes.