



# 10-YEAR OLD SWISS GETS MORE YEARS OF MAKING PARTS AFTER SERVICE

## International Parts Manufacturer was Months Behind Before the U-Tech CNC Service Team Got Them Back on Schedule

Established in 1985, Gary J. Younts located in Thomasville, North Carolina, is no small player in the International exporting market. Aside from providing to their North American customers, they export to Africa, Asia, and South America. They manufacture all types of metal parts using a variety of types of metals from steel, aluminum, copper, brass, stainless, etc. They serve many industries, from Aerospace, Automotive, Medical, and Metal Products.



Their production had fallen way behind. They were manufacturing a hybrid bolt on a Eurotech Diamont 42 and Fedek bar feeder - but were at a complete standstill. The Diamont 42 is a vital machine on their shop floor which is required to produce a bolt and the downtime was delaying their production - causing a serious backlog. Phillip Younts, reached out to U-Tech CNC with hopes they could get the machine running parts as soon as possible. The initial service call indicated there was an issue with the tool slide moving - inhibiting it from making parts. U-Tech's CNC Service Engineer, Chad Mayberry, was able to arrive within a couple of days upon the service call. Once Chad began investigating the problem, he discovered more issues contributing to the machine's failing performance.



The major issue was that the Y-axis wasn't holding centerline. After doing a repeatability test, Chad found that the coupling on the ball screw had failed, causing it to slip. This was the first of several issues affecting their machine. Next, the spindle demanded Chad's attention. The spindle would only run up to 168 rpms on startup. Furthering the issue, it was not responding to the correct commands.



The spindle repair was completed upon the installation of a new spindle drive. The next problem discovered was tied to the bar feeder, which was mechanically broken and not set correctly. Chad completed all repairs successfully and beyond satisfaction. After only 2 days, the machine was like a brand-new machine, running parts again.

Though the machine had been in use for over 10 years, Chad being familiar with the Diamont 42, knew that this was far below its capabilities. *The Eurotech Diamont excels with speed, reliability, and running lights out.* The Eurotech Diamont is a reliable machine, capable of many years of production. In order to achieve this without downtime, a preventive maintenance schedule is crucial to keep it running at top performance. Chad recommended routine planned maintenance for the machine and other machines on the shop floor.

***"I just wanted to let you know how pleased we are with Chad Mayberry's service. He is very knowledgeable! I really appreciate how fast you were able to get him here to service us. Without you guys we would still be down. Looking forward to our continued relationship." - Philip Younts***

Chad recommends creating a Preventive Maintenance Checklist in order to stay in front of potential downtime. Chad has been in the industry for many years and has seen a lot of costly repairs which could have been caught before downtime and expensive repairs.

## **Maintenance Tips**

- ✓ **Schedule Maintenance Ahead of Machine Breakdowns**  
Avoid machine breakdowns by coordinating a maintenance calendar. Machines that run harder and longer need maintenance scheduled regularly and well in advance.
- ✓ **Employee Check Systems**  
It is a good idea to implement a check system for the employees who are working with the machines daily. Have a system in place for the employee to advise the right point of contact assigned with the task to schedule maintenance.
- ✓ **Keep a Source of Spare Parts Available**  
A multitude of problems on the shop floor are common to experience: clogged nozzles, broken chip conveyors, coolant systems failures, etc. It is a good idea to have a supply of replacement parts for some of the most common part failures.

***It is a good idea to keep a 6-month maintenance plan.  
Remember "A Happy Machine is a Clean Machine!"***