



Carl Zeiss Industrial Metrology, LLC ■ Minneapolis

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Date: 7/26/2019
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Field Service Report

External Reference: [REDACTED]
Service Order Number: [REDACTED]
Service Type: Prev. maintenance
Date of Completion: 7/26/2019

Request Note:

Solution:

Upon arrival, met with Andre and he showed me an issue with the Accura where it would just stop due to collision when trying to run a part. Drives stay on and he was able to get green light and it ran fine the second and third time. Will look into that issue during PM.

Made Ediac and controller froze once during this process. Was able to restart and make the Ediac file.

Removed all covers and cleaned guideways, scales, and drives.

Checked and adjusted air bearings. Cleaned covers and put back on.

Started tuning controller electronics with Cmm-Ctrl but controller keep locking up. The Falco screen shows that the clock has stopped. Drives stay on but wont move. Temp is at 55, should be 45. Removed air filters and they are dirty but not clogged. Installed new filters. After changing filter, temp dropped to 40C. Powered up controller but it keeps locking up after running for a few minutes. Whether drives are on. Also happens with probe head removed. Tried spare joystick box and same problem. Spoke with customer about replacing the PC Section and it was decided to try using a PC section from an old unused Eclipse. I was not able to get the FW Installer for 19.06 to work on my laptop so I was not able to configure the Eclipse PC section to try on the Accura. Put Accura PC section back together and installed into controller. Powered up controller and picked up probe and homed machine. Took a break and came back and controller is still operational. This is longest it has stayed operational so far. Tuned electronics using CMM-Ctrl and tuned Vast XT Gold probehead with Teso2000.

Qualified probes and started running Squareness program. Drives keep shutting off when getting ready to probe in Y and sometime after probing in Y. I can watch the stylus and see that it shakes a lot more when moving in Y than in X or Z. This is same problem that Andre showed me on Monday with his program. In order for drives to stay on, speed must be below 20%. I put F14,1 to 400 and also F220,1. With Y values that low, am able to run at full speed. After finishing Squareness runs, I put parameters back to 800 and started troubleshooting problem with collisions in Y. Found that it does not happen all the time. Does not happen at all with RDS XXT installed. Lag and circle path are in spec. A probehead was previously tried by another tech but that did not fix. I recommend upgrading FW if possible or replacing PC section.

Completed ISO 10360 Complete Calibration and system met all Zeiss' factory specs as per the calibration protocol.