

816-X Motor Mounting Nuts

Issue: Motor mounting nuts may not be correctly torqued. We have investigated and identified a group of actuators that may have shipped with this condition. See details below.

Operator Model(s): 816-X

Issue Date: 10/30/2019

Impacted Product Manufacturing Dates: 8/28/2019 thru 9/23/2019

Impacted Product Serial#'s: AP12R-1935-XXXX thru AP12R-1939-XXX

Action:

This will not result in the malfunction of the actuator but may shorten its lifespan. Our recommendations at this time is to confirm the tightness of the 2ea 10-32 nuts located under the "Nice" logo during installation. Torque should be approximately 80 inch lbs. If the nuts are found to be loose, attempt to tighten them with a nut driver. If that is unsuccessful remove the bolts holding the housing in place and provide support to the motor while tightening.

Each actuator is functionally tested, and its motor amp draw evaluated prior to shipment. All shipped product is functional, but due to the impact of this problem on the longevity of the product, we are recommending that the nuts be checked on any serial numbers contained within the identified range.



FIGURE 1: Motor Mount Nut Locations on 816-X actuator