ROL

Service Bulletin

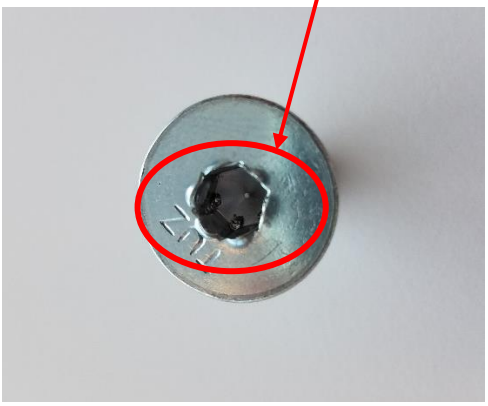
Service Bulletin ID:	Title:	Type of Bulletin:
ROLSB-008	Excessive Installation Torque	Technical Bulletin
Name of reporter:	Date of creation:	Affected Dates:
Austen Jousma ROL Quality Engineer	07/26/2017	N/A

Part number:	**Part Description:**	**Order Number(s):**
N/A	N/A	N/A

Description of Problem:

ROL has been made aware of a field issue where the height adjustable table base assembly is being installed with drivers using excessively high torque settings and causing damage.

The main damage seen is a cracking of the powder coat layer on the bottom edge of the table leg where it meets the table foot (see below). We have also seen the drive slots of bolts nearly stripped out after being installed.



Root Cause:

The root cause of these failures has been identified as the use of impact drivers and/or torque settings that exceed the amount of torque necessary to securely fasten the parts together.

In the case of the powder coat failure, using excessive torque damages the weld plate of the leg and deforms the metal around the thread, stressing the weld locations and causing the powder coat to crack.

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Immediate Corrective Action:
Since the damage is caused during the installation of the parts, ROL's recommended torque range for installing all fasteners is 3-5 foot pounds and should not be exceeded. In addition, no impact drivers or other high-torque equipment are to be used for any fasteners included in the table assembly kits as this creates a high risk for additional damage that is not covered under the ROL warranty.

Product Service Bulletin Approved By: Date:

Christopher Beck – ROL Quality Manager 7/26/17