

## **TECNICAL BULLETIN 1 1**

### **Technical info**

#### **Parts ordering**

Hi All

We have been providing parts on an open invoice system for 6 years now. In the beginning invoices were generally paid on time and parts were not often returned.

Now the situation has drastically changed for the worse.

- Parts are not paid for in a timely manner.
- Parts are returned due to trial and error guessing/ fitment after months.
- Parts are returned due to not fitting because we were left guessing what the part should be due to no or incorrect information.

Due to this we have to change the operation method which undoubtedly will be more administrative and slower than before but that is down to the users of the service.

#### **As of 1 December 2015**

For payable parts

We require

- 1 The picture of the part and the machine it goes in and the serial nr, without this info we will not make an offer.
- 2 If the information is correct and usable we will make a proforma.
- 3 When the bank statement proof of payment is sent we will send the parts.
- 4 All transactions will be one way and final, there will be no returns for whatever reason.

For warranty claims

We require

- 1 The picture of the part and the machine, the serial nr and invoice nr
- 2 The explanation of the machine fault.
- 3 Note that it is up to you to decide correctly what part you need, for one machine there is one warranty claim allowed, if the problem is not solved by the part you specify due a diagnostic error then other parts that may be needed will be payable as per the above method.

4 Warranty parts will be payable, the credit note will be issued for the cost of the part once the failed part is sent back.

## **Other makers machines**

For parts required to fix other makes of machine that have been abandoned by their suppliers.

(Some dutch/italian importers of cutters, binders springs to mind)

We will work under the above way to try to find the correct parts for the machine.

You have to remember that as we do not work regularly with other makers and their parts lists are in-existent we are not ever 100% sure of 100% correct applicability of the parts.

In this case its up to the buyer to be very rigorous in the research of the correct part

## **New part for MULTI AIR**

Please note that there is now a narrow body crease bar for the MULTI AIR, this is to allow the pressing of lines down to 2,5mm spacing without the previous crease line being squashed by the bar during the pressing of the next line.

The price of the new bar is 459€

Its in stock as of end December

## **MULTI AIR improvement to feeding regularity**

As per the earlier TB describing the out- of - round of the infeed roller due to distortion. We are now fitting a fully moulded infeed belt to replace the old style green belt which could wobble from side to side.

This new belt provides a more constant feeding cadence and direction to the paper.

Note that in march 2016 a upgraded version of the MULTI AIR with several new features will be shown.

**Dumor Crew**

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