

Maintenance & Service Manual

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- Thank you for choosing BSK Precision Technology Limited, customer satisfaction is our greatest pursuit. We expect to bring you an experience of the longest life-cycle under the lowest total cost.
- Before using the plastic injection mold, please read this <Maintenance & Service Manual> Carefully. This will ensure that users can standardize the operation and maintenance in order to extend the mold life and stability of the mold; for the purpose of improving product quality and productivity as well as guaranteeing the longest possible life cycle of your mold.

BSK Precision Technology Limited

SCOPE OF WARRANTY

BSK Precision Technology Limited warrants its plastic injection tooling to be free of defects in design, material and workmanship. For this warranty, a complete tool includes a mold base, cavity & core steel inserts, standard components and spare parts. BSK shall be responsible for the reparation or replacement of all above defective parts, including the labor cost required. BSK reserves the right to determine the scope of the repairing method and the scope of the warranty.

STANDARD WARRANTY CONDITIONS

BSK follows the warranty period or warranty shots as below whichever one comes first.

Definition of warranty period:12 months

The amount of days since the date of mold shipment under normal use and maintenance as specified in BSK's <Maintenance &Service Manual>.

Definition of warranty shots:

The amount shots of production since the data of mold shipment under normal use and maintenance as specified in BSK's <Maintenance & Service Manual>.

Resin / Steel Grade	Pre-Hardened Steel (1.2738, P20HH, 718HH; 1.2083, 420H, Corrax etc.).	Full Hardened Steel (1.2343(4), H13, 8407; Stavax ESR, Calmax, S7, etc.).
ABS/HIPS/ASA/PC+ABS	500K Shots	1 Million shots
PP/PE	500K Shots	1 Million shots
PC/PMMA/SAN/GPPS	500K Shots	1 Million shots
POM/PVC	500K Shots	1 Million shots
TUP/TPR/TPE	500K Shots	1 Million shots
PA6/66/PA6T/PBT	500K Shots	1 Million shots
PA66+GF30/PBT=GF30	Not Recommended	800K shots
PPS/LCP/PEEK/PEI/PPO	Not Recommended	800K shots

TYPE OF EASY TO LOSE COMPONENTS & QUALITY WARRANTY PERIOD

Scope of Sorts	Quality Warranty Period
Mold Base	12 mouths or 1M shots
Cavity & Core Steel Inserts	12 mouths or 1M shots
Slider Base & Wedge Block	12 mouths or 1M shots
Hot Runner System	Same as supplier/s terms
Hydraulic Cylinder/Latch Lock/Limit Switch/Shot Counter/Date Code/Spring/Sprue Bush/Motor	12 months
Ejector Pin/Ejector Blade/Ejector Sleeve/Stepped Ejector pin/Ejector Bar/Angular Pin/Minor Insert/Lifter/Air Poppets	6 months or 100K shots
High glossy/Texture/Coating surfaces	1 st tool qualification run @ the customers facility

LIMITATIONS

The warranty shall not apply to the conditions:

- Claims or damage resulting from customer or third party repairs or modifications to the mold, or other circumstances without a written approval from BSK.
- Claims or damage due to non-compliance with recommended installation, operation and maintenance procedures, schedule as specified in the BSK's mold manual or maintenance book, including, and without limitation, abuse, neglect, misuse of the tools by the customer, its agents or contractors.
- Claims or damage resulting from the use of third party parts without a written approval from BSK.
- Any direct or indirect loss, consequential loss, personal injury or damage to property, loss arising from interruptions or delays in production except in the case special terms and contract have been agreed to by BSK in a signed contract.
- Claims or damage resulting from non-standard parts or components specified by the original purchaser and supplied by BSK.
- Claims or damage resulting from auxiliary equipment and accessory parts, supplied but not manufactured by BSK in which event we shall use reasonable efforts to pass on the original purchaser to the manufacturer's warranty. Examples include, but are not limited to: air compressors, hydraulic cylinders, motors, EOA Tool and perimeter guarding ect.
- Claims or damage resulting from purchaser's non-compliance with applicable laws, regulations, codes or by – laws, and standard industry practices.

TRANSFER OF WARRANTY

The mold is only covered under the standard warranty to the original purchaser/molder of the tool and the warranty is non transferable to, and may not be enforced by, any third parties, including, but not limited to, subsequent buyers, users or assignees if the mold.

SAFETY AND INDEMNITY

- The purchaser agrees to maintain and operate the tool safely and in accordance with BSK's recommended guidelines and applicable legal requirements.
- The purchaser assumes all risks and liabilities for the operation and use of the tool. The purchaser agrees to defend and save BSK and its employees harmless from all claims and costs arising from any cause related to the tool operation or use, except to the extent caused by the tool defectively engineered or manufactured by BSK or serviced by BSK personnel, subject to the further limitation below.
- Under no circumstances will BSK be responsible for claims or costs associated with product produced by the mold any consequential, special or incidental damages associated with its use. Failure to comply with any safety requirements or conditions pertaining to injection molding machines can cause equipment damage, or serious personal injury, including death.

THE IMPORTANCE OF MAINTENANCE

The mold is made up of many component parts. In the course of processing, these component parts would have a different degree of wear, become loose or damaged, if there was no timely maintenance done. The performance of the mold will deteriorate, thus affecting the mold service life and performance badly. To avoid these adverse effects, please be sure to carry out the following routine and regular inspection and maintenance on time, and replace if necessary any components that may need it.

You may have your own company's inspection and maintenance format but please make sure to cover all of programs and contents listed on BSK's maintenance sheets as below.



Safety Warning:

Only experienced personnel should work on any injection mold!

Only experience personnel should operate a crane during the disassembly and assembly of any mold!

Please make sure that the injection machine's safety switch is turned off and the electrical motor or hydraulics have been shut down when doing mold checking and maintenance on the machine!

Please make sure to take all safety precautions in advance cause the hot runner system may still be very hot, mold components could be sharp during the disassembly and assembly of any mold!

ROUTINE MAINTENANCE

Mold Daily Check and Maintenance Sheet

Project Name:	Mold No.:	Part No.:											
No.	Maintenance Program	Maintenance Procedure	Date:										
			Result: For each point mark OK or NG										
1	Abnormal noise checking of open-close of valve pin, ejection system, mold open-close etc. during production.	Listening , stop the machine if any abnormal sounds are heard.											
2	Check if the rust and oil contamination around the mold, and check if the cooling conector was leaking.	Visual inspection, polish the rust, and change the water connectors if any abnormalities are detected.											
3	Check whether plastic powder, air trap residues was left in parting line surface.	Visual inspection, Clean it by cotton cloth.											
4	Check whether the venting slots of P/L was blocked.	Visual inspection, clean it by cotton cloth.											
5	Check whether the cold runner and gate can drop down freely.	Visual inspection, stop the machine if any abnormalities are detected.											
6	Ejector bar action checking.	Wearing finger glove to feel whether oil was on the side surface of the ejector bar, and add lubricating oil which can stand with high temperature.											
7	Ejector pin action checking.	Wearing finger glove to feel whether oil was on the side surface of the ejector bar, and add lubricating oil which can stand with high temperature.											
8	Guide pin and Guide bushing action checking.	Wearing finger glove to feel whether oil was on the side surface of the ejector bar, and add lubricating oil which can stand with high temperature.											

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Mold Daily Check and Maintenance Sheet

Project Name:	Mold No.:	Part No.:								
No.	Maintenance Program	Maintenance Procedure	Date							
			Result: For each point mark OK or NG							
9	Temperature controller box checking.	Visual inspection, the tolerance temperature between set and actual one should be within $\pm 3^{\circ}\text{C}$								
10	Electrical Connector box and buckle of the hot runner checking.	Visual inspection, the plug and the base should be tight, nothing has become loose.								
11	Shot Counter checking.	Visual inspection, check whether the shot counter can run normally, otherwise , stop the machine to remove and possibly replace.								
12	Low pressure protection switch checking.	Visual inspection, check the display of screen if it is switched on.								
13	Screw tightness from PL checking.	Visual inspection, check if the head of screw aligned with the PL surface are tight and have not become loose								
		Maintainer								
		Abnormal Record:								
Date	Description of Abnormality	Root Cause	Action taken							Recorder

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PS. Please make more hard copies or change it to electronic spreadsheet so you can extend the dates and keep longer record!

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REGULAR MAINTENANCE

Mold Regular Maintenance's schedule is mainly determined by the cycle of mass production, as outlined in the followings 2 scenarios:

1. Maintenance During Run-In Phase

a) Definition of new mold run-in phase period:

*General mold run-in phase is 0.5 Week(around 15K-20K shots).

*Special mold(soft plastics, glass fiber and high polishing surface requirements) run-in phase is 1Week (around 25K-30K shots).

b) Within the mold run-in phase period, regular mold maintenance schedule should follow as below:

*General mold needs to maintain regularly every 1 Week;

*Special mold needs to maintain regularly every 0.5 Week;

2. Maintenance After Run-In Phase

*General mold needs to maintain regularly every 4 Weeks;

*Special mold needs to maintain regularly every 2.5 Weeks;

3. Maintenance When Tool life Is Over Its Lifecycle

*General mold needs to maintain regularly every 2 Weeks;

*Special mold needs to maintain regularly every 1 Weeks;

REGULAR MAINTENANCE

Mold Regular Check and Maintenance Sheet

Project Name:	Mold No.:		Part No.:								
No.	Maintenance Program	Maintenance Procedure	Date:								
			Result: For each point mark OK or NG								
1	Check whether the sprue bushing of mold matches well with the nozzle of injection machine.	Visual inspecting, see if any material leaking, and measure the SR by R-gauge.									
2	Check of the PL/inserts venting channel was blocked.	Visual inspection, clean as needed									
3	Check the plastic product.	Visual inspection, see if has extra material and flashes on the product then inspect the corresponding area on the mold. Repair as needed.									
4	Check whether the runner and gate could be ejected out normally.	Visual Inspection, checking for any abnormalities between that last inspection and this one.									
5	Disassemble the hot runner from the mold and check whether the system is in normal working condition.	Check if any material leaking, & test the wiring circuit by temperature control box; Check to see if the valve pins are bent.									
6	Check all water/oil connector and circuits for leaks and flow.	Visual inspection, remove rust, replace fittings if damaged. Checking the water and oil circuits for leaks and flow with a pump. If you find poor flow then the circuits will have to be cleaned out.									
7	Check all of the O-rings.	Check if it is damaged or aged; proposed to change all O-Rings by every 250-300K shots									
8	Clean out the cool running channels.	Wash cooling lines every 100K shots									
9	Check whether the slider and mold return system run properly.	Check all movement by hand. Repair any components that may be causing any restrictive movement.									

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11	Check if the ejector pins/lifters/stripper can move smoothly.	All movement should be checked by hand. Check for any deformation, galling, wear and scratches. Replace worn out components as needed.																	
12	Check the function of limit switches.	Check all switches with multi-meters.																	
13	Check the ejection plates.	Check the flatness of plates to make sure no bending.																	
14	Check the stop pins of ejection plate.	Check if any missing or loose. Replace or tighten as needed.																	
15	Check the extensions of K.O.	Visual inspection, see if any cracks or damage on threads. Repair as needed.																	
16	Check the mold guide pillars, bushings and angled horn pins.	Check if any scratches ,galling, wear and make sure lubrication was good. Proposed to clean and replace with new grease by every 250-300K shots.																	
17	Check all screws status.	Visual inspection, look for any cracks or damage on threads, Replace as needed.																	
		Maintainer																	
		Abnormal Record:																	
Date	Description of Abnormality	Root Cause	Disposal						Recorder										

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CUSTOMER COMPLAINT & CLAIM PROCESS:

As a global plastic injection mold making company, BSK will provide an Efficient and Effective Customer Complaint & Claim Process for our aftersales service.

- * Providing speed of response, quality advice, and efficient service for Technical issues and Concerns.
- * Providing a fair and realistic settlement of valid claims in accordance with the policy terms and conditions.

In the event of a functional failure or damage to a received mold, the Customer shall have the responsibility to report the issue to BSK, immediately upon occurrence. Please note without BSK's consent, unauthorized treatment will ultimately affect the guarantee of tool life and the amount of claim.

Contact Information:

Phone: +86-769 8278 2319

E-Mail: sales@bskmould.com

No.	Process	Input	Output	Explanation	Owner
1	Receipt of Complaint information from customer	Complaint from customer in a written document, email or phone call ect.	Open Issues List Temporary Proposal & Solutions	<ul style="list-style-type: none"> ● Project Engineer(PE) notify the complaint information to quality manager(QM) by written document. ● Respond to customer with BSK's proposal and temporary solutions within 24 Hs(one working day) 	PE
2	Complaint Receipt Confirmation & Investigation Begins	Complaint in written document or E-Mail	Analysis the issue & confirm the responsibilities	<ul style="list-style-type: none"> ● Quality Manager check the complaint from customer. Determine who's responsible and the related Dept. Project Engineer will communicate with customer and come to a consensus on how to proceed. 	QM PE
3	Prepare 8D Problem Solving report	Confirm the issues list	8D Problem solving report prepared	<ul style="list-style-type: none"> ● Prepared the 8D report, sorted the description for the complaint and send to the related dept. 	QM
4	8D Results Review meeting	8D Problem Solving report	Meeting minutes & Corrective & Preventive actions	<ul style="list-style-type: none"> ● Quality dept. organizes the related dept. which included: Marketing, Tool shop, Technology, ect to hold the review meeting. The review meeting should be held within 48Hs(2 working days), and the 8D report should be finished after the meeting; ● PE will send the 8D Problem Solving report to customer n the same day 	QM PE
5	8D Findings/Action Follow up	Corrective & Preventive actions	Result for the improvement & Closed the 8D report	<ul style="list-style-type: none"> ● Quality Manager follow up the Corrective & Preventive action list to check the improving effect, and update the status every 2 weeks. 	QM Toolshop
6	Confirm the Claim request, if any	Mold Claim Report from Customer	Signed Claim Report & All relevant documentation	<ul style="list-style-type: none"> ● In case it is reasonable, provided all relevant documentation for top management reviewing and approving. 	PE Marketing Manager
7	Compensate	Mold Claim Report	Credit Note Issue	<ul style="list-style-type: none"> ● Issue the Credit Note and release money back to customer after approved by General Manager 	PE

Remark:

The complaint should be highlighted to General Manager directly for following situation:

- 1.In the case that the relevant dept. didn't confirm root cause should belong to its dept. and root cause is still unknown;
- 2.In the case of the relevant dept. didn't take actions for the complaint within required time period.

CLAIM DOCUMENTS

Claims Documents(original) to facilitate us to process your claim:

Upon the occurrence of any issue giving rise or likely to give rise to a claim under this policy, You or your legal personal representative shall within Seven(7) days of the problems occurred.

- Give us a fully completed claim form(see next page for an example) (confirmed by signature)
- Make available to us all relevant information we ask for (this may include official receipts, reports, certificates and other written or photographic evidence we may require to help prove your claim).
- You or your legal personal representative must not admit, deny or negotiate any possible claim without our written consent.



Complaint & Claim

BSK Mold Claim Report					
<input checked="" type="checkbox"/> Customer		<input type="checkbox"/> VENDOR		<input type="checkbox"/> OTHER:	
Date:			(Rep. S/N):		
Company:				Tel.No.	
Attn:				E-Mail:	
BSK Mold NO.				PO Amount	
1. Cause for Claim:					
2. Item and Cost					
Claim Items	Material Cost	Steel	Q'ty(PCS/KG)	Price(USD)	Sum.(USD)
	Machining Cost	Process	Hourly rate(USD/H)	Price(USD)	Sum.(USD)
	Labour cost	Position	Time-consume(H)	Price(USD)	Sum.(USD)
	Other Item	Item	Q'ty	Price(USD)	Sum.(USD)
	3. Total Times:			3. Total Expenses:	
4. REMARKS:			5. BSK Confirm for responsibility:		
Prepared by		Checked By		Approved By	
Date		Date		Date	
Dear customer, on behalf of BSK we apologize for any inconvenience it might caused. Please fill out this form accordingly and attach the document in support of the amount claimed e.g. invoices, receipts, etc. Based on BSK's terms and conditions, all claims must be submitted within 7 days from the date that problems happened. Our relevant engineers will negotiate with you on the detailed compensation and sign it back, which is officially regarded as the completed and final settlement for the claim. Look forward to your continuous support as always. Thank you!					

