

Jerry Snead

From: Paul Vasquez
Sent: Wednesday, April 08, 2009 10:31 AM
To: Jerry Snead; Glenn Wilson
Cc: Edward Williams
Subject: RE: XL Air Upgrade Box

Attachments: XL Air Assist wiring.jpg



XL Air Assist
wiring.jpg (449 ...

The cables that are needed are: 1 EA.

132030700A HARNESS XL AIR ASSIST POWER
132023500A HARNESS XL SERIAL AIR ASSIST - This connects to the VIA mother board from the
air assist board(not shown in photo)

Thanks
Paul

-----Original Message-----

From: Jerry Snead
Sent: Wednesday, April 08, 2009 8:20 AM
To: Glenn Wilson; Paul Vasquez
Cc: Edward Williams
Subject: FW: XL Air Upgrade Box

Hello Glenn & Paul,
Treavor, from CEM our rep in southern CA, got an older XL air box (attached photos). He
says he is missing cabling and instructions.

I am not familiar with what he needs and was hoping you could provide me the instructions
& what cabling he is referring to.

Many thanks,
Jerry

Best Regards,
Jerry Snead

Technical Support Technician
Universal Laser Systems
(480) 609-0297

-----Original Message-----

From: Treavor Hertel [mailto:treavor@cemlasers.com]
Sent: Wednesday, April 08, 2009 8:16 AM
To: Jerry Snead
Subject: RE: XL Air Upgrade Box

Okay, here is what I received; I went through the whole box, no cabling and no
instructions.

Treavor Hertel
Universal Laser Systems Representative

Computerized Engraving Maintenance
2800 South Main Street, Unit C
Santa Ana, Calif. 92707
Phone: 714-444-2385
Fax: 714-444-4177
Authorized Sales & Service of:
Universal Laser Systems
VersaLaser Desktop Laser Systems
treavor@cemplasers.com
www.cemplasers.com

-----Original Message-----

From: Jerry Snead [mailto:jsnead@ulsinc.com]
Sent: Monday, April 06, 2009 12:58 PM
To: Treavor Hertel
Cc: Edward Williams
Subject: RE: XL Air Upgrade Box

Also, what is the serial number of the system.

-----Original Message-----

From: Jerry Snead
Sent: Monday, April 06, 2009 12:57 PM
To: 'Treavor Hertel'
Cc: Edward Williams
Subject: XL Air Upgrade Box

Hello Treavor,
Can you send me a photo of what you have so I can forward that to our
production/engineering types to figure what parts need to be sent?

Best Regards,
Jerry Snead

Technical Support Technician
Universal Laser Systems
(480) 609-0297

-----Original Message-----

From: Treavor Hertel [mailto:treavor@cemplasers.com]
Sent: Monday, April 06, 2009 12:52 PM
To: Jerry Snead
Subject: RE: XL Part

Hey Jerry;

Was wondering if you got anywhere on this; these guys at Travis are waiting on me to send
this box. They cut a lot of foam and the air assist really helps out with this; thanks.

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Universal Laser Systems Representative

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-----Original Message-----

From: Jerry Snead [mailto:jsnead@ulsinc.com]
Sent: Thursday, April 02, 2009 6:07 AM
To: Treavor Hertel
Subject: RE: XL Part

Hello Treavor,
I am checking with the other guys on this. I am not familiar with the XL upgrade so I need to find out about the cabling in question & instructions.

Best Regards,
Jerry Snead

Technical Support Technician
Universal Laser Systems
(480) 609-0297

-----Original Message-----

From: Treavor Hertel [mailto:treavor@cemplasers.com]
Sent: Wednesday, April 01, 2009 4:09 PM
To: Jerry Snead
Subject: RE: XL Part

Hi Jerry, I just opened this box because I am going to send this air box to Travis AFB instead and I am missing all the cabling to upgrade the box from the old style USB box and also instructions on how to do the upgrade.

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-----Original Message-----

From: Jerry Snead [mailto:jsnead@ulsinc.com]
Sent: Friday, December 05, 2008 8:43 AM
To: Treavor Hertel
Cc: Cheryl Kaufman; Larry Ortega
Subject: FW: XL Part

Hello Treavor,
I am sending a warranty Air Box under order #141965 to you at CEM for the issue below. This box will have a 90 day warranty as per Cheryl Kaufman, ULS legal.

Cheryl will be touching base with you today in regards to legal issues in the email.

Best Regards,

Jerry Snead

Technical Support Technician
Universal Laser Systems
(480) 609-0297

-----Original Message-----

From: Treavor Hertel [mailto:treavor@cemlasers.com]
Sent: Thursday, December 04, 2008 10:48 AM
To: Jerry Snead
Subject: RE: XL Part

Pictures will most likely have to wait until I am on-site. In case I can get them to take pictures, what should I have them get pictures of?
Also, if this box is the older style USB box which had too many problems what is ULS going to do? Are they going to continue to fix the USB box or figure out a way of building a serial box? Actually, isn't the serial box used on the ILS and PLS the same as the one used in the XL?

If this machine has the old USB style box these machines are not that old and ULS needs to support it and upgrade it unless they can guarantee no continuing problems with the USB air box. These machines must be supported for 10 years after they are discontinued; this is law.

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-----Original Message-----

From: Jerry Snead [mailto:jsnead@ulsinc.com]
Sent: Thursday, December 04, 2008 9:37 AM
To: Treavor Hertel
Cc: Larry Ortega
Subject: RE: XL Part

Hello Treavor,
I don't have any way of checking the USB/serial of the air assist box.
Can you have the customer take photo(s)
and forward to me? I have been advised that there may not be any boxes available any longer. Sending in for repair & return would be the option if that is the case.

Best Regards,
Jerry Snead

Technical Support Technician
Universal Laser Systems
(480) 609-0297

-----Original Message-----

From: Treavor Hertel [mailto:treavor@cemlasers.com]

Sent: Thursday, December 04, 2008 10:28 AM
To: Jerry Snead
Subject: RE: XL Part

Hey Jerry;

One more than that came about on this system; the air assist stopped working a couple of months ago so I know need to get a box. However, I think this unit is old enough to have the older style USB controlled air box on it. Can you verify this? And if it does is ULS going to upgrade this one to the serial style at no charge like they have with my other customers? Let me know please since I need to write a quote; the serial # is 14660.

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-----Original Message-----

From: Jerry Snead [mailto:jsnead@ulsinc.com]
Sent: Tuesday, November 11, 2008 9:39 AM
To: Treavor Hertel
Subject: FW: XL Part

Hello Treavor,
Talking with the other guys, they suggest changing the XL SCHELP PCB first:

133-0093-0, XL SCHLEP PCB, distr price \$97.82

Best Regards,
Jerry Snead

Technical Support Technician
Universal Laser Systems
(480) 609-0297

-----Original Message-----

I would also order P/N 133-0093-0, XL SCHLEP PCB, distr price \$97.824.
I would replace this board 1st.

-----Original Message-----

Hey Guys,
From Treavor's symptom description below, would you suspect the X home board as bad?
(attached jpg)

-----Original Message-----

From: Treavor Hertel [mailto:treavor@cemlasers.com]
Sent: Tuesday, November 11, 2008 10:20 AM
To: Jerry Snead
Subject: RE: XL Part

Do you think if this part is bad that when homing the head would just move the left 3-inches and stop? Then also cause an End Of Travel when trying to run?

Treavor Hertel
Universal Laser Systems Representative

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-----Original Message-----

From: Jerry Snead [mailto:jsnead@ulsinc.com]
Sent: Tuesday, November 11, 2008 9:08 AM
To: Treavor Hertel
Subject: FW: XL Part

Hello Treavor,
The part you asked about yesterday (small X board in the right side of the XL) is actually part of the larger board mounted next to the X motor. This is part:

133-0094-0 XL SERIES HOME PCB \$161.04(retail)
\$128.83(distributor)

Best Regards,
Jerry Snead

Technical Support Technician
Universal Laser Systems
(480) 609-0297