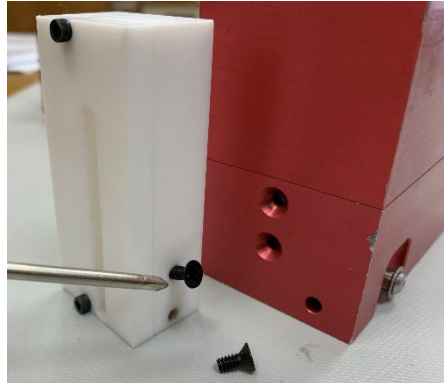
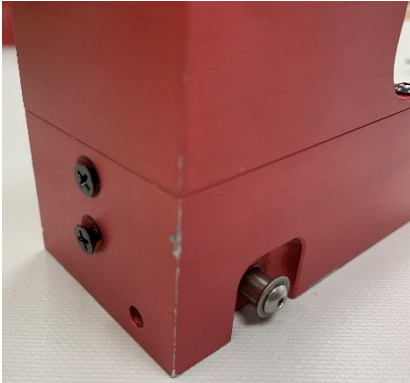


# CUSTOMER SERVICE BULLETIN



513 Mill Street  
Marion, MA 02738-1549  
(508) 748-0103 Fax: (508) 748-2029

**Date:** May 10, 2023  
**CSB No.:** 2023-02 R1  
**Title:** CSB 2023-02 SPMDe Version Assembly  
**Affected Products:** PN: 160755 and 160755-2 Received Before 03/31/2023



## Issue Description:

A deficiency was discovered with the Spring Pack Measurement Device Encoder (SPMDe) sensors that allowed for possible misalignment of the displacement rod. Under certain conditions, the threaded fasteners between the internal encoder assembly and the housing become loose.

When retightening these fasteners, it is possible to strip the internal threads. If the housing is not fastened properly, the encoder assembly could become misaligned causing an out of tolerance condition with the linear measurements. Observations during extensive testing is that the loose threads cause a high non-linearity with the output. It appears obvious from the output that there is some type of mechanical failure.

The 160755 and 160755-2 SPMDe products do not perform a safety function. The SPMDe intended function is to determine the total spring pack deflection in motor operators. This deflection measurement may be used to assist users in either establishing proper torque switch settings OR determining an indirect measurement of actuator output torque.

## Customer Action Required:

TLTS has redesigned the SPMDe to permanently eliminate this issue and requests that you send back these units for repaired and recalibrated. For technical questions regarding this notice, contact Michael Laperriere by email.

## Michael Laperriere

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