



TECHNICAL SERVICE BULLETIN

TSB-FC-2014-035

Subject: Swivel Caster Replacing Instruction for Fang20/20T for USA **Date:** Oct/28/2014

ECN No.:

SITUATION INVOLVED MACHINES: Fang 20, Fang20T and all private brands for USA

ISSUE:

After installation of replacement caster wheel, there is some interference between the caster and the plastic skirt.

SYMPTOM:

Caster contacts the hard plastic skirt.



CAUSE:

The locally sourced replacement caster is slightly larger than the original one.

CORRECTIVE ACTIONS:

SOLUTION:

1. Because the locally sourced caster is a little bigger than the original one, there may be some interference between the wheel and the plastic skirt; the caster will rub the plastic skirt.
2. To solve this problem, when installing the locally sourced caster, install all four screws, and then hold the caster backward, allowing for clearance between the wheel and the plastic skirt (shown below). Securely tighten the bolts, the caster will work fine.

item	Original caster from China	locally outsourced caster	Remarks
Swivel Caster VF82012A	 <p>There is no interference OK</p>	 <p>There is some interference between the wheel and the plastic skirt.</p>	
Identification	Black thread	Gray thread	



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INVOLVED MACHINES:

All Fang 20, Fang 20T machines in USA market.

SPARE PARTS:

Swivel Caster VF82012A.

ACTION:

N/A

ATTENTION:

N/A

Yours faithfully,
VIPER Cleaning Equipment Co., Ltd.
Tommy Lin
Service Manager