

## Kilews Electric Screwdriver and power controller Trouble Shooting Feedback form L101104

In order to better understand customer experiences with using the electric screw driver and power controller, please ask all distributors to fill out this form:

Company name: Screwdriver maintained no: (filled out by KILEWS staff)  
Screwdriver model no: Power controller model no:  
Screwdriver serial no. Power controller serial no:

### Using Status:

1. How many hours has the electric screwdriver been worked per day? How many working shifts are there per day?
2. How many screws has the electric screwdriver tightened per minute? What is the torque scale and kilograms of the electric screwdriver?
3. What is diameter and length of screw?
4. What is the material that screws to be tightened? (e.g. plastics, iron, aluminum, wooden, ceramics, and etc.)
5. Is it Tapping screw or Machine screw?
6. Is the electric screwdriver hanged by Spring Balancer or fixed by Suspension Rack such as KH-1 or KH-2?
7. Is the electric screwdriver overheated? (The feeling of operator)
8. Does the electric screwdriver sound noisily? (The feeling of operator)
9. What is the type of bit? (A, B, C, D)
10. When the problem happened, is there any other part broken? Please describe it in details.

### Status of failure:

1. The electric screwdriver cannot work.
  - a) After power plugged, a sound of explosion comes from interior part of the electric screwdriver, then, stops working.  
(Some spare parts may be failed, they are: PCB or Fuse, Bridge Diode, Change-Over Switch, Breaker and Brake Resistor)
  - b) After power plugged, the motor is rotating, but the bit stops turning.  
(The clutch or fan may be locked, or Armature Bearing may be locked.)
  - c) After power plugged, the electric screwdriver doesn't work; there is no current.  
(Some spare parts may be failed, they are: Cord Assembly, PCB, Change-Over Switch, Armature and Carbon Brush)
2. The contact of electric screwdriver is bad.
  - a) After power plugged, sometimes the electric screwdriver rotates, and sometimes it doesn't.  
(Please check the cord assembly, carbon brush and armature.)
  - b) After power plugged, the electric screwdriver can forward, but can't reverse. Contrarily, it can reverse, but can't forward.  
(Please check the Change-Over Switch.)
  - c) After power plugged, the speed of rotation is abnormal. It shakes.  
(Please check the carbon brush and armature.)
3. The brake is abnormal. (For the Automatic Models)
  - a) When the screw tightened completely, there is a sound like "cha cha" from the clutch.  
(Please check whether the brake resistor and Pilot Rod are too short.)
  - b) When the screw tightened completely, the electric screwdriver can't stop.  
(Please check whether PCB, Brake Resistor and Pilot Rod are too short.)

4. When power plugged, the electric screwdriver works instantly by itself.  
(Please check whether the Trigger has been locked, or Switch Base has been locked.)
  
5. There is leakage of electricity from the electric screwdriver.  
(Please check whether the ground and interior of screwdriver have piled up carbon too much.)
  
6. The torque is not enough as specification.  
The screw could not screw in and the screw is stripped without break situation.  
The screw could not screw in. Screws and tooth seriously worn out and came out the sound.  
(Please check the Warring Spring, Torque Adjusting Pins and Shaft Guide.)
  
7. Power controller usage situation can follow this way to look into whether problems are on power controller/DC cord/screwdriver. Please quickly help with getting rid of abnormal.
  - 1) Power switch light is on or not after power plugged. Yes\_\_\_ No\_\_\_  
The light is off or not while switch off. Yes\_\_\_ No\_\_\_
  - 2) Will the screwdriver properly operate or not when screw driver is power on with DC cord.  
Yes\_\_\_ No\_\_\_ (Please pay attention to DC cord that might be failed if it is loose.)
  - 3) Hi and Lo switch key is stuck or not. Yes\_\_\_ No\_\_\_  
Power Switch key is stuck or not. Yes\_\_\_ No\_\_\_
  
  - 4) Please investigate and solve problems if all steps above are without any abnormal and with alternative screwdrivers that customer had.  
The light is on or not after power controller is changed. Yes\_\_\_ No\_\_\_  
Screwdriver is working or not. Yes\_\_\_ No\_\_\_  
The light is on or not after DC cord is changed. Yes\_\_\_ No\_\_\_  
Screwdriver is working or not. Yes\_\_\_ No\_\_\_  
The light is on or not after screw driver is changed. Yes\_\_\_ No\_\_\_  
Screwdriver is working or not. Yes\_\_\_ No\_\_\_
  
8. Please describe in details if there is any unspecified items .