

# Coe Orchard Equipment Service Information Bulletin SIB21-01\_A



## Subject: Premature Head Bearing Failures

### **Models Affected: 2020 & 2021 S7R/S7R+**

Any S7R and S7R+ from 2020 model year that was not retailed last year or any S7R and S7R+ from 2021 model year delivered prior to April 1, 2021

### **Definition of failure:**

A premature bearing failure of the main energy wheels prior to 150 hours of use. Failure of main energy wheels in the form of lack of rotation, excessive grease loss, broken energy pin or bolt, pin boss damage or excessive chatter from bearings indicating eminent failure.

### **Dealer post failure procedure:**

Once the bearing failure has been discovered by evaluating the energy wheels while still in the head, please follow the subsequent steps.

- Remove head from machine
- Replace head with loaner head from inventory or factory
- Arrange shipment of head to COE Service in Gridley CA
- Provide proper documentation by completing service request form and attach it to head using sealed shipping envelope

### **Gridley Service will then:**

- Determine cause of failure
- Repair head to working condition with all parts installed
- Return head to dealer

### **Dealer will then:**

- Return head to customer
- Reinstall head on original shaker and test
- Complete warranty documentation

### **Purpose:**

Stop the potential for multiple bearing failures prior to factory involvement, thus reducing overall cost and customer downtime.