

# Technical Bulletin

Please Distribute to all Sales and Service Personnel

**Mettler-Toledo, Inc.**  
**Scales & Systems**

**Number: MTFW-04-99**

**Date: 04-07-99**

**Model: 645**

**Subject: Film Drive Rollers and Film Grippers**

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As of 4/1/99 replacement of the film drive roller P/N 82835900A and the film grippers P/N 82831200A and P/N 82733800A will no longer be covered by warranty.

A bulletin MTFW-0298 was published in March 1998 outlining the procedure for restoring the finish on the film drive roller. Those technicians who attended one of the regional training seminars over the past 9 months were shown first hand how to perform this procedure. In addition the incorporation of the clutch drive in the package drive roller in June 1998 has nearly eliminated the occurrences of film getting wrapped around the film drive roller. All of the film drive rollers returned over the last 6 months have been restorable using this procedure.

The film grippers currently in use are spring steel. They have been in use for over a year. These clamps hold their shape and do not bend. The finish can be polished using the same compound as the film drive roller and a rag. The main cause for replacement of this part has been that the polished clamping surface has been sanded. Technical bulletin MTFW-0896 explicitly states "Don't Sand". This condition is considered abuse. The only legitimate claim for warranty replacement is plating flaking off the surface of the clamp, any other claims will be denied by warranty administration as not being covered by warranty.