Case 00022669 Serious problem with Phantom Premium device [ref:_00D709NWl._50070UuUr9:ref]

10 wiadomości

SensAble Support <sensablesupport@geomagic.com>   15 lipca 2013 18:07
Do: "czerwinskilukasz1@gmail.com" <czerwinskilukasz1@gmail.com>

Dear ?ukasz,

It sounds that z axis capstan or something else is loose. The problem is that when the z motor spins, the drive cable doesn't drive the Phantom arm to move as well. There is a set screw in the z axis capstan (see attached picture). Try tightening the screw.

If you'd like to send the device back for repair, please fill out our online RMA request form here:

http://support.sensable.com/support-request-rma.htm

Please feel free to contact me if you have any questions, ok?

Best Regards,
Mei

_____

Mei Lu | **Senior Technical Support Engineer, Geomagic® Solutions**
3DSYSTEMS | NYSE: DDD | WWW.3DSYSTEMS.COM
181 Ballardvale Street | Wilmington, MA 01887 | **USA**
Tel: +1 781 939 7444 | **Toll free:** +1 888 736 7225(within US only)
| **Email:** sensablesupport@geomagic.com | **Web:** www.geomagic.com |
Support: http://support.sensable.com/

Create with **Confidence**

Hello,

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The max. exertable force for the device is 37.5N and maximum continuous exertable force is 6.2N, so I believe my usage of the device didn't exceed a standard usage? If I'm wrong, please correct me.

Phantom type: Premium 1.5 High Force (6DOF).

Looking forward to your reply and tips, what could have broken and how to fix it.

Greetings from Poland,
?ukasz Czerwi?ski

ref:_00D709NWI._50070UuUr9:ref

SetScrew.jpg
244K

Hi ?ukasz,

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Thanks!

Mei

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To: czerwinskilukasz1@gmail.com
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Łukasz Czerwiński <czerwinskilukasz1@gmail.com>   15 lipca 2013 22:25
Do: SensAble Support <sensablesupport@geomagic.com>

Hello, Mei. Thank you so much for that tip - it will probably help!
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SensAble Support <sensablesupport@geomagic.com>   15 lipca 2013 22:46
Do: "czerwinskilukasz1@gmail.com" <czerwinskilukasz1@gmail.com>

Hi ?ukasz,

I emailed our manufacturing for help :) In the meantime, could you please check if there's an allen wrench (

see attached picture) in your Phantom accessories.

Have a good night!

Mei

-------------- Original Message --------------
From: ?ukasz Czerwi?ski [czerwinskilukasz1@gmail.com]
Sent: 7/15/2013 4:26 PM
To: sensablesupport@geomagic.com
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AllenWrench.jpg
1395K

SensAble Support <sensablesupport@geomagic.com>   16 lipca 2013 15:59
Do: "czerwinskilukasz1@gmail.com" <czerwinskilukasz1@gmail.com>

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1. You will need a .090 allen wrench to tighten the capstan.
2. The motor shaft is not flat. I've attached a picture to show you how it looks like.

Hope this helps :)

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1.5 motor.jpg
1575K

Hello, Mei.

Thank you. The picture doesn't help much - the motor shaft **is** flat on one side, see red circles in the image attached. The same I can see in my Phantom - one side is flat. In all cases the screw is placed over this area. I'm sure I'm right :) Could you please make sure once again about shafts?
There still remains the question how to tighten the screw to the flat side of the shaft.

Best wishes,
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> ref:_00D709NWI._50070UuUr9:ref

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SetScrew - with flat shaft.JPG
181K

SensAble Support <sensablesupport@geomagic.com>   17 lipca 2013 16:28
Do: "czerwinskilukasz1@gmail.com" <czerwinskilukasz1@gmail.com>

Hi Lukasz,

It sounds that your Phantom is indeed a high force model. We'll need to remove the drive cable to put the capstan in the right location. To be safe, it's better to send the device back for repair. If you'd like to do that, please fill out our online RMA request form at:

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Best Regards,

Mei

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From: ?ukasz Czerwi?ski [czerwinskilukasz1@gmail.com]
Sent: 7/17/2013 7:56 AM
To: sensablesupport@geomagic.com
Subject: Re: Case 00022669 Serious problem with Phantom Premium device [
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Łukasz Czerwiński <czerwinskilukasz1@gmail.com>   18 lipca 2013 12:33
Do: Bartosz Borucki <babor@icm.edu.pl>

Do pośmiania się :)

Łukasz

---------- Forwarded message ----------
From: **SensAble Support** <sensablesupport@geomagic.com>
Date: 2013/7/17
Subject: Re: Case 00022669 Serious problem with Phantom Premium device [
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To: "czerwinskilukasz1@gmail.com" <czerwinskilukasz1@gmail.com>

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Thank you for you proposal. I managed to rotate the shaft yesterday to the proper position without the need of removing anything - just first of all I moved the capstain as if was trying to remove it (without removing a steel cable placed on it) and then I could grab the shaft with a tool like this http://www.gimmik.pl/szczypce-waskie-dlugie-150-mm-77042-p-6477.html. Then, while holding capstan by hand, I rotated the shaft. Next, moved capstan back to the normal position and carefully tightened the screw. It seems that so far everything works correctly.

Thanks for all your help, honestly, it was on a great level - both fast and helpful.

Have a nice day :)
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> > ?ukasz Czerwi?ski
> >
> > ref:_00D709NWl._50070UuUr9:ref
> >
> >
> >
>
>
>

Smart! :) Thanks for the updates! I'm very happy to hear the wonderful news.

If you don't hear from me tomorrow, you have a great weekend!

Mei

-------------- Original Message --------------
From: ?ukasz Czerwi?ski [czerwinskilukasz1@gmail.com]
Sent: 7/18/2013 10:36 AM
To: sensablesupport@geomagic.com
Subject: Re: Case 00022669 Serious problem with Phantom Premium device [
 ref:_00D709NWI._50070UuUr9:ref]

Thank you for you proposal. I managed to rotate the shaft yesterday to the
proper position without the need of removing anything - just first of all I
moved the capstain as if was trying to remove it (without removing a steel
cable placed on it) and then I could grab the shaft with a tool like this
http://www.gimmik.pl/szczypce-waskie-dlugie-150-mm-77042-p-6477.html. Then,
while holding capstan by hand, I rotated the shaft. Next, moved capstan
back to the normal position and carefully tightened the screw. It seems
that so far everything works correctly.

Thanks for all your help, honestly, it was on a great level - both fast and
helpful.

Have a nice day :)
?ukasz Czerwi?ski

2013/7/17 SensAble Support <sensablesupport@geomagic.com>

> Hi Lukasz,
>
> It sounds that your Phantom is indeed a high force model. We'll need to
> remove the drive cable to put the capstan in the right location. To be
> safe, it's better to send the device back for repair. If you'd like to do
> that, please fill out our online RMA request form at:
>
> http://support.sensable.com/support-request-rma.htm
>
> Please feel free to contact me if you have any further questions, ok?
>
> Best Regards,
>
> Mei
>
> -------------- Original Message --------------
> From: ?ukasz Czerwi?ski [czerwinskilukasz1@gmail.com]
> Sent: 7/17/2013 7:56 AM
> To: sensablesupport@geomagic.com
> Subject: Re: Case 00022669 Serious problem with Phantom Premium device [
> ref:_00D709NWI._50070UuUr9:ref]
>
> Hello, Mei.
>
> Thank you. The picture doesn't help much - the motor shaft *is* flat on one

> side, see red circles in the image attached. The same I can see in my
> Phantom - one side is flat. In all cases the screw is placed over this
> area. I'm sure I'm right :) Could you please make sure once again about
> shafts?
> There still remains the question how to tighten the screw to the flat side
> of the shaft.
>
> Best wishes,
> ?ukasz Czerwi?ski
>
>
>
>
> 2013/7/16 SensAble Support <sensablesupport@geomagic.com>
>
> > Hi Lukasz,
> >
> > I got answers from our manufacturing:
> >
> > 1. You will need a .090 allen wrench to tighten the capstan.
> > 2. The motor shaft is not flat. I've attached a picture to show you how
> it
> > looks like.
> >
> > Hope this helps :)
> >
> > Best Regards,
> >
> > Mei
> >
> > -------------- Original Message --------------
> > From: ?ukasz Czerwi?ski [czerwinskilukasz1@gmail.com]
> > Sent: 7/15/2013 4:26 PM
> > To: sensablesupport@geomagic.com
> > Subject: Re: Case 00022669 Serious problem with Phantom Premium device [
> > ref:_00D709NWI._50070UuUr9:ref]
> >
> > Hello, Mei. Thank you so much for that tip - it will probably help!
> > Yes, you are right - the set-screw on one of those two capstans is
> loose. I
> > didn't notice that before and thought it's something bad with the motor
> > inside. Phew! I hope that will resolve my problems. But unfortunately I
> > don't know (yet) two things:
> >
> > 1) (easier?) How to tighten this screw? It looks like having a round hole
> > in it, but probably it's a tiny hexagon like this:
> > http://en.wikipedia.org/wiki/File:Grub_Screw.svg, isn't it? So I need
> such
> > a tiny hex key here. I hope I find such in shops. Do you know it's
> diameter
> > or size?
> >
> > 2) (harder?) The axle on which a capstans are rotating aren't round, but
> > flat on one side. As I can see in the picture and on the second capstan,
> > firmly placed in my Phantom, the screw must be placed directly over that
> > flat area. Unfortunately because the axle is rotating when applying force
> > and the capstan is not, the screw is in a different position. I tried to
> > apply some force using slider in Test application to make the axle to be
> > placed properly, but it's impossible to move the axle precisely, so I
> never
> > succeded in placing it properly. Do you have any idea how to do that? I'm

> > sorry if it's an easy task. I will try to invent another clever way, but
> > now it's 10:20 p.m. here, so it's time to get out of work.
> >
> > Have a good day,
> > ?ukasz Czerwi?ski
> >
> >
> >
> >
> > 2013/7/15 SensAble Support <sensablesupport@geomagic.com>
> >
> > > Hi ?ukasz,
> > >
> > > Forgot to mention, could you please double check if your Phantom
> Premium
> > > device is a 1.5 6DOF model or a 1.5 High Force 6DOF model? Take a look
> at
> > > the label on the back of the device. If you are not sure, could you
> > please
> > > provide the Phantom serial number and a picture of the device?
> > >
> > > Thanks!
> > >
> > > Mei
> > >
> > > -------------- Original Message --------------
> > > From: SensAble Support [sensablesupport@geomagic.com]
> > > Sent: 7/15/2013 12:07 PM
> > > To: czerwinskilukasz1@gmail.com
> > > Subject: Case 00022669 Serious problem with Phantom Premium device   [
> > > ref:_00D709NWI._50070UuUr9:ref]
> > >
> > > Dear ?ukasz,
> > >
> > > It sounds that z axis capstan or something else is loose. The problem
> is
> > > that when the z motor spins, the drive cable doesn't drive the Phantom
> > arm
> > > to move as well. There is a set screw in the z axis capstan (see
> attached
> > > picture). Try tightening the screw.
> > > If you'd like to send the device back for repair, please fill out our
> > > online RMA request form here:
> > > http://support.sensable.com/support-request-rma.htm
> > > Please feel free to contact me if you have any questions, ok?
> > >
> > > Best Regards,
> > > Mei
> > > _____
> > > Mei Lu | Senior Technical Support Engineer, Geomagic® Solutions
> > > 3DSYSTEMS | NYSE: DDD | WWW.3DSYSTEMS.COM
> > > 181 Ballardvale Street | Wilmington, MA 01887 | USA
> > > Tel: +1 781 939 7444 | Toll free: +1 888 736 7225(within US only)
> > > | Email: sensablesupport@geomagic.com | Web: www.geomagic.com |
> Support:
> > > http://support.sensable.com/
> > >
> > >
> > > Create with Confidence
> > > This e-mail is intended for the exclusive use of the recipients named
> > > above and may constitute privileged or confidential information or

> > > Hello,
> > >
> > >
> > >
> > >
> > >
> > > The Phantom device in our company has just stopped working properly.
> The
> > > problem is that setting a force onto one of the motors make the motor
> > > rotate (it can be clearly heard), but no force is generated. Moreover
> > > haptic pointer in Sensable Phantom Test program acts as if the Phantom
> > > moved along the generated force. Other 5 motors work without a
> problems.
> > >
> > > I'm sending you a video of my screen when testing the device. When I
> move
> > > slider for the Motor 3 in the tab "Test Forces", haptic device stays
> > still
> > > in my hand (watch the preview of the Phantom in the right upper corner
> -
> > > the Phantom's arm on the picture turn around 360 degrees, but in fact
> it
> > > lays still in my hand!). Only setting a very small value (hardly
> detected
> > > by touch, around 200 on this slider, while max. on the slider is 4 000)
> > > makes the stylus move slowly. If I set then a bigger value, even
> slightly
> > > bigger, it stops moving (and that sound of rotating motor can be
> heard).
> > >
> > > Moving any other 5 sliders works without any problems, also the
> relative
> > > position of a stylus in all 6 degrees of freedom seems to be detected
> > > correctly.
> > >
> > >
> > >
> > >
> > > In last weeks several times there were some temporary problems with
> > > generating forces or zero velocity read by OpenHaptics from the device.
> > > There were unpredictable - sometimes they occured and sometimes not.
> > >
> > > No forces bigger than 15 N were ever generated by the device (a
> software
> > > limit in our program that I develop) while forces between 9-15N were
> > > generated once - to test damping with higher forces - and in most of
> the
> > > time of testing the program and the device no forces bigger than 6-7N
> > were

> > > generated.
> > >
> > > The max. exertable force for the device is 37.5N and maximum continuous
> > > exertable force is 6.2N, so I believe my usage of the device didn't
> > exceed
> > > a standard usage? If I'm wrong, please correct me.
> > >
> > >
> > >
> > >
> > >
> > > Phantom type: Premium 1.5 High Force (6DOF).
> > >
> > >
> > >
> > >
> > > Looking forward to your reply and tips, what could have broken and how
> to
> > > fix it.
> > >
> > >
> > >
> > >
> > >
> > > Greetings from Poland,
> > >
> > > ?ukasz Czerwi?ski
> > >
> > > ref:_00D709NWI._50070UuUr9:ref
> > >
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> >
> >
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