

Frequently Asked Questions

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ALL PRODUCT LINES

I NEED TO ORDER A PART FOR MY MACHINE.

ANSWER: Please have ready & provide your Serial #, Model # & Manufacture. You should also include what machine in the coil line the part is for. The more information provided, the quicker we can help you. Having your part number when you call in, if possible, is the fastest way to order.

WHAT DO I NEED TO DO TO EXPEDITE MY PART(S) ORDER?

ANSWER: We treat ALL orders as expedite orders & work to complete them as fast as possible. We do understand that Down Time is very costly to your business. Please remember; some parts will have to be manufactured & the turn around time depends on the part(s) requested.

I WANT TO CHECK ON AN ORDER & OR GET A TRACKING NUMBER.

ANSWER: Please have your correct PO # when calling. The earliest we can provide a tracking number is after 10:00am the day after your part(s) have shipped.

I HAVE AN ELECTRICAL PROBLEM.

ANSWER: If you think you have an electrical problem, have your electrical drawing in hand when you call. This will make things easier when we troubleshoot the problem with you.

WHAT IS MY MACHINE CAPACITY?

ANSWER: You will need to provide us with the model number for IPI & Lockformer. For your Engel line you will need to provide us with model & serial numbers.

WHY DO I NEED TO GIVE YOU A PO# FOR A WARRANTY PART OR BEFORE YOU REPAIR MY EQUIPMENT OR PART?

ANSWER: A part or equipment cannot be received or sent without a Repair & Return sale order which requires a PO# attached. The Repair & Return PO# is necessary to get the incoming part or equipment to the correct repair location to reduce repair time & won't be charged until the repairs are completed. If this needs to be quoted first, that needs to be noted on all paperwork.

In the case of a Warranty part or equipment; the PO# will be used for the shipping charge.

In the case of return part(s), the PO# is attached to a RMA# & without that there will be no credit issued to your account. Parts returned without a RMA# & or PO# will be subject to a 35% restocking fee.

NOTE: In ALL of these cases, a PO#, Repair & Return# or RMA# should be on all paperwork accompanying the part or equipment. These numbers must also be written on the outside of the shipping box.

VULCAN PRODUCTS

I CAN'T INITIALIZE CONTROLLER.

ANSWER: Check to make sure the E-Stops haven't been pushed. Push all of them in then release them & try again.

NO ARC FEEDBACK.

ANSWER: Look on front of Hypertherm for error codes. Check consumables charge them. If you have a newer Hypertherm – with power off & consumables out – press on center of torch to make sure it moves in & out freely.

UNIT MOVES BEFORE FIRING CUT.

ANSWER: Check to make sure that the arc on Feedback (FB) is on or not disabled.