



PRODUCT SUPPORT BULLETIN BULLETIN NO. 320

DATE: **December 4, 2000**

MACHINE: **Anchor Applicator Model E**

SERIAL

NUMBER(S): **680232 - 680268**

SUBJECT: **Main Pump Replacement – p/n 59427925**

There have been many reports of shaft seal failures on this pump. High case pressure during shifting of the de-stroke valve has been found to be the cause.

To eliminate this problem, the pump will be changed to a design with an internal case “relief” valve. This pump is directly interchangeable with the original pump. All p/n 59427925 pumps shipped after October 1, 2000 will have the relief valve modification. Anchor Applicator machines starting with s/n 680269 will be equipped with the modified pump.

Pumps on earlier machines can be replaced under warranty by following this procedure:

1. Contact the NORDCO Service Department with your machine serial number and shipping address. **Pumps cannot be replaced without the machine serial number.** You will be given a Return Authorization Number (GRFC). The NORDCO Service Department can be reached at 1-800-445-9258.
2. Only pumps in good operating condition may be returned. All parts including the pressure compensator and de-stroke valve must be returned with the pump. Damaged pumps (except for shaft seal failures) will not be accepted. **Do not return any pump without an authorization number.**
3. A rebuilt, modified pump will be shipped to the specified address. This pump will carry a one- year warranty from shipping date. The pump will be identified with a red dot on the end cover.
4. **Your original pump MUST be returned to NORDCO within 15 days** of replacement pump shipping date or you will be billed for the price of the pump. Return shipping charges are the customer’s responsibility. Return the pump to:

NORDCO Inc.
182 W. Oklahoma Ave.
Milwaukee, Wisconsin 53207

This replacement program also applies to unused pumps purchased as spare parts. These pumps will be replaced with new, modified pumps. You will need to provide the number of pumps to be returned as well as the original order number(s). Use the same return procedure as with used pumps.

Please contact the NORDCO Service Department or your NORDCO Representative for additional information.