

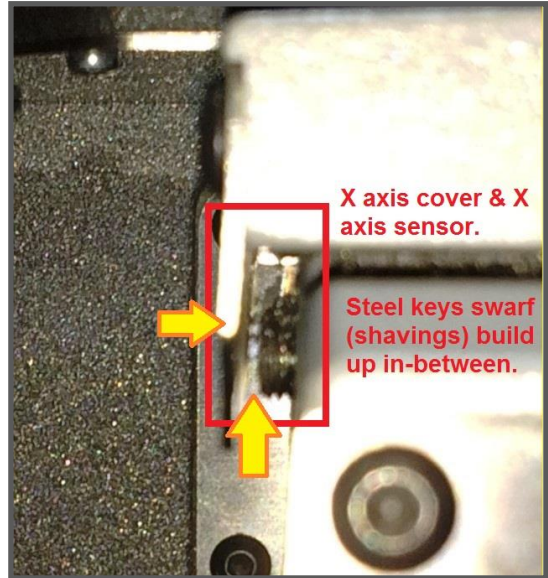
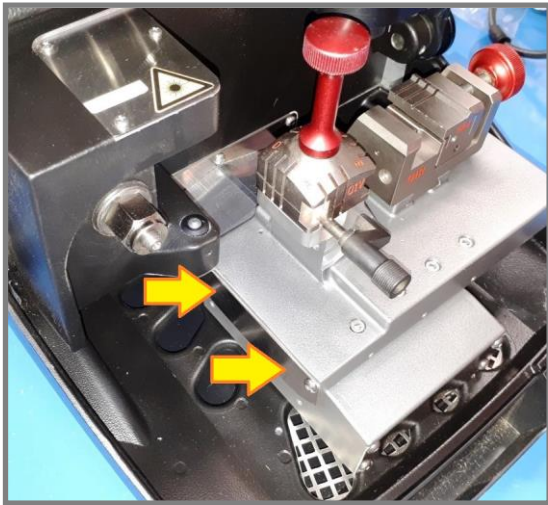


SERVICE NEWS

SUBJECT: Futura – Futura Pro depth cutting issue

We just wanted to inform you that we've had a few cases of Futura & Futura Pro machines not cutting key depths correctly even though the machines resulted perfectly calibrated. We found that this issue was caused only on machines that cut steel keys.

The steel keys swarf (shavings) would stick to the machines X axis guide end screws causing a build-up of key swarf between screws, X axis sensor and the X axis cover plate, thus not permitting keys to be cut deep enough.



The only way to eliminate this issue is to thoroughly clean the swarf from the machines X axis screws, sensor and carriage cover plate.



Vacuuming or brushing of key swarf from this entire area should be periodically performed.