

Subject: D22/D25 Stacked Display Mount Arm

Overview

There have been reports of the Stacked Display Mount Arm Pivots are coming loose in the field. This report is most prevalent on units where the display is repositions frequently by the operator. This Display Mount is when the D22/D25 display(s) is stacked on the TeamPoS 3000 or TeamPoS 3600 terminal.



During production, the internal mounting screws were not being tightened to the proper torque setting (5.2 in/lbs, 6.0 cm/kg). If the display position is moved frequently, this could result in the Display Support Arms coming loose, screws coming out, and screws or retainer rings breaking. This has been corrected at manufacturing. There are other improvements being investigated for manufacturing, however these will not impact the field or installed units.

Solution

Upon next visit, next service call or any preventive maintenance performed:

Inspect each of the pivot areas of the display arm.

If either of the pivot rings is broken or screws missing, replace as needed, see part numbers below.

Remove the retaining screws (2 at a time), apply a small drop of Loctite to the threads of each and re-install.

If you have a torque screwdriver, tighten the screws to 5.2 in/lbs (6.0 cm/kg).

If you do not have a torque screwdriver, Tighten all 4 screws with a #2 Phillips until finger snug, then tighten each another 1/4 turn. Test each screw again. You should not be able to get any additional movement without extreme force.

Part Number	Description	Notes
KD30277-Y503	TP3K Display Stand Ring	Qty=2 in Dual Display Stand
KD30277-Y504	TP3K Display Stand Ring with Stopper	Qty=2 in Dual Display Stand
11000596	Screw, Pan Head, Phillips, SEMS, M3x8mm	Qty=4 per Ring
11004449	Loctite 425, Thread-lock, 20g (Loctite #42540)	Can also be locally purchased

CAUTION: Do not use other formulas of Loctite (or other thread locking compounds) like the more common Loctite 242 as they can damage the plastic if they come in contact with it.

Impact

- Production: For affected customers, during Staging/Integration verify all configured units have these screws properly tightened with Loctite until updated production units received from Supplier.
- Installed Units: Fit-On-Fail or as needed only, per above instructions. Estimated 3-5 minutes per unit.
- Spares & Repair: None.

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