

8 questions

You should ask ball screw repair companies



1

What is your track record of success?

A company should have extensive experience servicing all types of foreign and domestic ball screws.

2

Do you offer free evaluation?

Reputable companies should not only offer free evaluations but also provide a quote with a detailed explanation of all the necessary work that needs to be done to bring your ball screw back to peak performance.

3

Do you offer reload / emergency services?

Ask if the company can clean and polish [or lap] the ball screw if it does not require proper reconditioning. What is their turn around time?

4

Do you offer reconditioning services?

Oftentimes, the ball screw and/or ball nut is perfectly salvageable, and can be reground. Ask if the company provides analysis of screw hardness, to determine safe stock removal for long life and service warranties.

5

Do you offer engineering services?

In the event the ball screw is unsalvageable, can the company produce new precision screws? Does the company design and customize new screws to your specifications?

6

Do you operate a full range of the right equipment?

The equipment should be state-of-the-art, and include CNC thread grinders, CNC turning centers, ID/OD grinders and laser-lead checkers with a resolution to 20 millionths of an inch.

7

Do you have a Quality Assurance department?

Be sure to ask if the company will ensure your repaired ball screw meets required tolerances and performance. Which functional tests and measures will they conduct to verify quality?

8

Are you ISO 9001 certified?

This certification provides a basis of high quality standards, as it relates to improving customer satisfaction, internal management & operational processes.