



THE
PREVENTIVE
MAINTENANCE
MONTHLY

SERGEANTS TIME TRAINING SUPPORT

Broken Tools? Turn Them In for Replacements! An Easy Outline for Sergeant's Time Training

(Note to Sergeants: Here's an easy training outline you can follow any time your unit has a free minute. A problem & solution format is provided below, with visuals if you scroll down. Use this outline or add more info as you see fit. Make it yours & make it matter! –*PS Magazine*)

Problem: Tools break. It's a fact that can't be avoided. But you can't get the job done without the right tools, so don't leave broken ones taking up space at the bottom of your toolbox!

Solution: If your broken/damaged tools are in the New Aviation Tool System (NATS) or the Aviation Foot Locker (AFL), they're covered for replacement under a Rock Island Arsenal (RIA) warranty program.

1. RIA's warranty program provides one-for-one tool exchange with vendors
2. If exact tool isn't available, RIA will try to find an equivalent from another vendor
3. Some vendors have long lead times to fill orders; RIA works with those vendors so you don't have to.

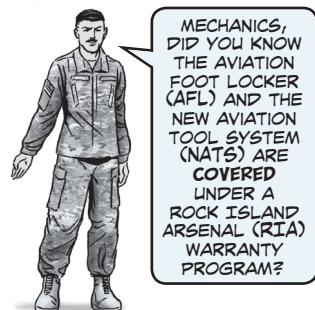
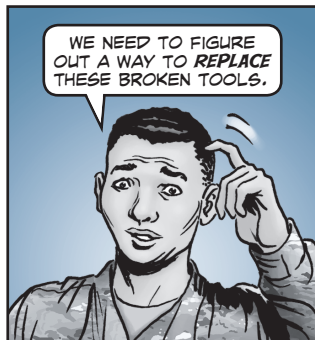
Problem: How do you get new tools under this warranty program?

Solution: Turn in broken/damaged tools to RIA and get replacements! Here's how:

1. Compile a list of broken/damaged tools, including this info:
 - a. manufacturer's part number
 - b. NSN (if available)
 - c. name of tool, manufacturer and/or contractor
 - d. quantity
2. Also specify the unit designation that you need etched on the new tools
3. Email this info to RIA's Scott Forsberg at: richard.s.forsberg.civ@mail.mil or contact him by phone: (309) 782-6568; FAX DSN 782-3682
4. After coordinating with RIA, ship unserviceable tools to:

**Rock Island Arsenal
ATTN: Scott Forsberg
Bldg. 299
Tool Warranty Program
Rock Island, IL 61299-5000**

REPLACE BROKEN TOOLS QUICK AND EASY



SO IF YOUR TOOLS ARE DAMAGED, EXCHANGE THEM FOR NEW ONES. HERE'S HOW!

EMAIL A LIST OF DAMAGED OR WORN TOOLS TO INCLUDE THE MANUFACTURER'S PART NUMBER, NSN (IF AVAILABLE), TOOL NAME, BRAND NAME/CONTRACTOR AND QUANTITY.

ALSO INCLUDE THE UNIT DESIGNATION THAT YOU NEED ETCHED ON THE TOOLS. FORWARD THE INFORMATION TO:

Scott Forsberg
richard.s.forsberg.civ@
mail.mil

Commercial:
(309) 782-6568
FAX: DSN 782-3682

THE RIA WARRANTY PROGRAM IS A **ONE-FOR-ONE TOOL EXCHANGE** WITH THE TOOL VENDOR.

IF RIA CAN'T GET THE EXACT TOOL REQUIRED OR ORDERED, THEY WILL TRY TO FIND AN EQUIVALENT TOOL FROM ANOTHER VENDOR.

ALSO, KEEP IN MIND THAT SOME VENDORS MAY HAVE LONG LEAD TIMES FOR FILLING ORDERS. RIA WILL COORDINATE WITH TOOL VENDORS TO RESOLVE ANY PROBLEMS.

After coordinating with RIA, ship unserviceable tools to:

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