



# Frequently Asked Questions (FAQ)

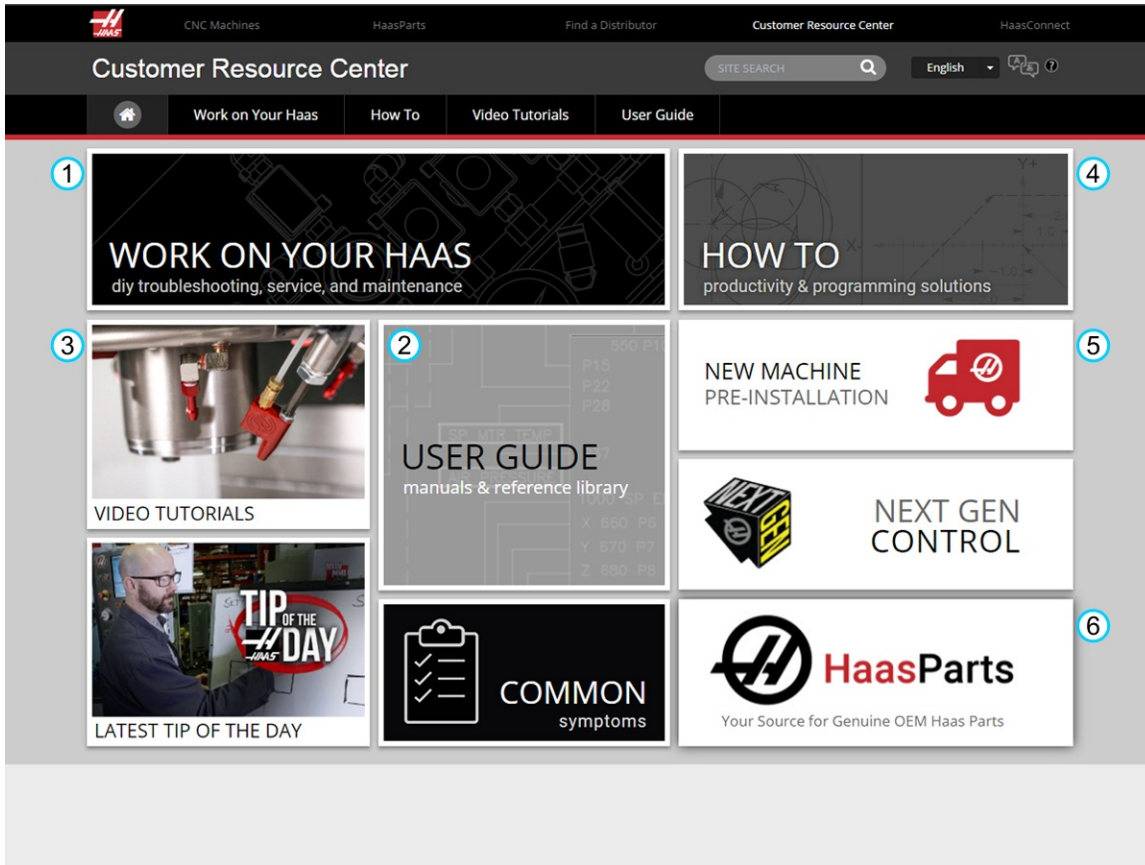
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## Where can I find what I'm looking for on the site?



### 1. WORK ON YOUR HAAS

This is where you can find all information related to troubleshooting, maintenance, and service for each component of your machine. This section includes system troubleshooting guides, replacement and installation guides, as well as component diagrams. We are constantly updating this section with new content.

### 2. USER GUIDE

The user guide section is the go-to for all Haas Operator's Manuals and Service manual archives. Reference materials for machine options and the Haas control can also be found here.

### 3. VIDEO LIBRARY

The video library contains video tutorials, the latest Haas Tip of the Day, as well as valuable service and maintenance related video archives.

### 4. HOW TO

Use the lookup tools for G-code, M-code, and Settings for troubleshooting, how they work, and helpful hints. This page includes Programming information, troubleshooting, and Machining Solutions. From beginner to expert, this How-To page is a good resource for the practical machinist.

## 5. NEW MACHINE INSTALLATION

This page will help you get started with your new Haas Machine. Specs for shipping and delivery, installation, and guidelines are located here.

## 6. HAAS PARTS

In the Work on your Haas page, you will find information related to installation and replacement procedures, but Haas Parts is your source for genuine OEM Haas Parts. Search this page using a serial number or component to find the parts you need for your Haas machine.

### How does Search work?

**Enter the search terms for the information you're looking for in the Site Search box.**

If your search doesn't return any results, use fewer terms, or the exact term.

*For example: a phrase search for "how do i clean my coolant tank" may not return as many results, "coolant tank" or "coolant maintenance" would be more effective alternatives.*

**In the "Work on your Haas" section, in each sub-category there is a "Site Search [sub-category]" button.**

This will search the site based on the category word and bring up results from each page. This is particularly helpful if you are trying to obtain a related procedure, troubleshooting information and results from our Operator's Manuals for that particular system.

If you still can't find what you are looking for, use the feedback button and send us an email. We will be happy to assist you.

### How do I find out the meaning of an abbreviated term?

Visit our [Index of Terms](#) to look up frequently used abbreviations on the Customer Resource Center.

1. Go to the bottom of the page and click on Index of Terms.

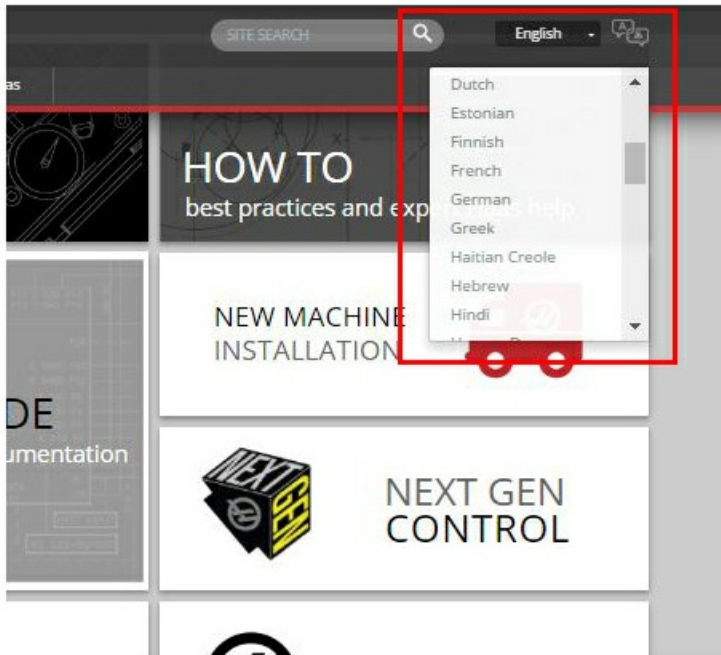
The screenshot shows the footer of the Haas website. On the left, there is a 'COMMON symptoms' button with a clipboard icon. To its right is the 'HaasPar' logo with the tagline 'Your Source for Genuine OEM Haas P'. Below these are two columns of text: 'Done only by authorized personnel. The service ing, experience, and are certified to do these tasks rvice procedures unless you are qualified and' and 'Danger: Some service procedures can be dangerous or life-threatening. DO N procedure that you do not completely understand. Contact your Haas Factory schedule a service technician visit if you have any doubts about doing a proced'. At the bottom, there are three columns of links: 'Subscribe to the Haas Newsletter' with a red icon, 'Common Symptoms' with 'Index of Terms' highlighted in a red box, and 'Haascnc.com', 'Haas Parts', 'Find a Distributor', and 'Haas Service'. The footer also includes contact information for Haas Automation, Inc. and a copyright notice.

## How do I translate the site into my language?

1. Locate the top navigation bar. Click the pull-down menu on the right end.



2. Scroll to the Language. Click the language in the pull-down menu.



3. Site content now appears in the language you choose.



### Language Translation Disclaimer:

Computerized translations are only an approximation of the website's original content. The translations should not be considered exact, and in some cases, may include incorrect language. Haas Automation does not warrant the accuracy, reliability, or timeliness of any information translated by this system. In addition, some files or items cannot be translated, including graphs, photos, drawings, or

portable document formats (PDFs).

Haas Automation does not endorse this or any particular translation service; other translation services may be used to view this site. Persons or entities that rely on information obtained from the translation system do so at their own risk.

Select documentation is available in certain languages in our User Guide section. This documentation is translated by a translation service and should be accurate. If you find a problem with one of these documents, please contact the Customer Resource Center webmaster by using the feedback form.

### Does the information on the Customer Resource Center apply to every Haas machine ever built?

Much of the site information is still effective for older machines. Regardless of the machine build date, resources may be useful to help diagnose and repair a machine problem. Know the build date of the machine you are working on. Check effective dates, they are listed next to most documents on the website.

### What does the date after the document title mean?

The document is applicable for machines made between the dates shown. If only one date shows, the document is applicable for machines made after that date.

Two different documents can have the same title, but different dates. In the illustration, the date of the first document is August 2002. The date of the second document is April 2008. Thus the first document is applicable to machines made between August 2002 and April 2008.

If no date shows, the document is always applicable.

### What is an AD?

AD stands for **Attached Document**. It is a numbered designation for printed instructions. These instructions are content created for the Haas Resource Center. The AD number is simply a reference that we "attach" to instructions. The instructions are "attached" to the parts and kits we send to you.

To search for an AD - type in the number that appears on the printed page Ex. for AD0223, type 0223 in the site search.

If you have questions about a procedure contact us. Include the AD number and revision. We can better assist you with a document reference.

### Where can I get information on shipping dimensions or pre-installation information?

Our [Pre-Installation guide](#) will help you with everything you need to know before you install your machine.

- Pre-Installation Checklist
- Weight and shipping dimensions
- Electrical Specifications
- Air/Coolant Requirements
- Rotary Dimensions
- Foundation Requirements
- Product data sheets