



Model: See Affected Product Lines

Serial #: N/A

Oct. 5, 2021

Product Bulletin # TES-001 Rev 1

**Alert**



## TesTORK Manager Metric Units Operation

### Issue

When the TesTORK Manager Software is configured to use the metric units (Nm) the values displayed are not the actual metric values. This can lead to the under-torquing of connections.

### Affected Product Lines

Canrig TesTORK units of the following models:

- TesTORK 6-5/8" REG Pin Up x 6-5/8" REG Box Down
- TesTORK NC50 Pin Up x NC50 Box Down

Canrig TesTORK Manager Software:

- All versions up to and including version 1V065

### Background

While using a bucking unit to verify a TesTORK unit with the software configured to operate using metric units (Newton-meter), a large error was found. The error was determined to be the same as the conversion value between imperial units (ft-lb) and metric units (Nm), approximately 1.35. The software was displaying a torque value that was approximately 35% more than was applied.

A second TesTORK was tested for comparison and the same error and error magnitude was found.

All versions of the TesTORK Manager software operate in the exact same manner in regards to the selection of "Units of Measure" and the operation of receiving data from the TesTORK.



Model: See Affected Product Lines Serial #: N/A	Oct. 5, 2021
<b>Alert</b>	

## Unit of Measure Selection

When creating a new job in the TesTORK Manager, the unit of measure is selected on the *New Job* tab. The user has the option between *Metric* and *Imperial* (Figure 1), with *Imperial* being the default.

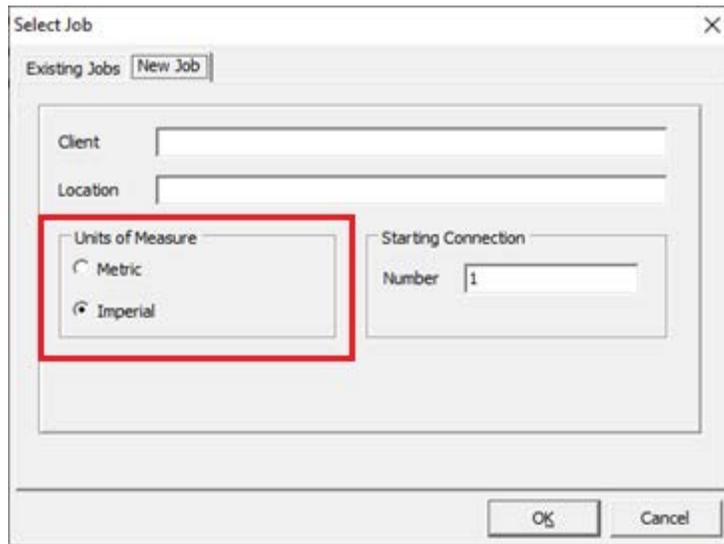


Figure 1: Unit of Measure selection in TesTORK Manager

This is the only place where a user can decide what the unit of measure will be. It can not be changed at any other point of operation.



Model: See Affected Product Lines Serial #: N/A	Oct. 5, 2021
<b>Alert</b>	

## Starting a New Job Procedure from TesTORK IOM Manual

### Starting a New Job

Use the following procedure to start a new job in TesTORK Manager software.

1. Ensure the computer hosting TesTORK Manager software is powered up and the desktop is displayed on the screen.
2. Double-click the **TesTORK Manager** program icon located on the desktop.  
The *Select Job* dialog box appears.
3. Click the **New Jobs** tab.  
The *New Jobs* dialog box appears.
4. Type a client name in the *Client* box.
5. Type a location in the *Location* box.
6. Select a unit of measure using the *Units of Measure* radio buttons.
7. Type a starting connection number in the *Starting Connection* box.
8. Click **OK**.  
The *Create New Job* window appears.
9. Type the relevant information or data in the text boxes.



**Note:** For a description of each text box item, see Figure B-3 on page B-4.



**Note:** Previously entered *Customer Representative*, *Canrig Technician* and *Thread Representative* information can be selected from the drop-down list.

10. Click **OK**.  
The TesTORK Manager software main screen appears.

Figure 2: TesTORK IOM manual, section on Starting a New Job

**Table B-1: Items in New Job Tab**

Group	Item	Functionality	Description
	<i>Client</i>	Text box	Client name
	<i>Location</i>	Text box	Physical location of the new job
Units of Measure	<i>Metric</i>	Radio button	Configures all data to be displayed in metric units
	<i>Imperial</i>	Radio button	Configures all data to be displayed in imperial units
Starting Connection	<i>Number</i>	Text box	Defines starting connection number

Figure 3: TesTORK IOM manual, items breakdown



Model: See Affected Product Lines Serial #: N/A	Oct. 5, 2021
<b>Alert</b>	

## Tool Calibration

The TesTORK Calibration Frame only uses imperial units while in operation, so the relation between the gathered raw data and the reference values is in imperial units.

The TesTORK passes its torque readings to the TesTORK Manager software as a unitless value. The software applies the units to the values received by appending the units to the end of the received value. The unit that is applied is the one that is selected at the job creating stage, see Figure 1 on page 2.

## Recommended Action

When creating a new job only select the *Imperial* units option.

Contact RIGLINE 24/7™ if you need additional assistance.