

kobelco check list Study Guide

kobelco check list is an essential tool for operators, maintenance teams, and owners to ensure the optimal performance, safety, and longevity of Kobelco construction equipment. Whether you are managing excavators, loaders, or other heavy machinery, a comprehensive check list helps identify potential issues early, schedule timely maintenance, and prevent costly breakdowns. In this article, we will explore the importance of a Kobelco check list, detail the key components to include, and provide practical tips for effective implementation.

Understanding the Importance of a Kobelco Check List

A well-structured check list is vital for maintaining the operational efficiency of Kobelco equipment. Regular inspections, guided by a detailed checklist, can:

- Ensure safety for operators and nearby personnel
- Prevent unexpected machinery failures
- Extend the lifespan of the equipment
- Maintain compliance with safety regulations and standards
- Optimize machine performance and fuel efficiency

By systematically following a Kobelco check list, companies can also streamline maintenance procedures, reduce downtime, and improve overall project productivity.

Core Components of a Kobelco Check List

A comprehensive Kobelco check list should cover all critical aspects of the equipment, including visual inspections, operational checks, fluid levels, and safety features.

1. Visual Inspection

Visual checks are the first line of defense against potential issues. Key items include:

- Inspect for leaks in hydraulic, fuel, and oil systems
- Check for cracks, corrosion, or damage on the boom, arm, and chassis
- Verify the condition of tires or tracks for wear and proper tension
- Examine electrical wiring and connections for signs of wear or damage
- Ensure safety decals and labels are visible and legible

2. Fluid Levels and Quality

Proper fluid maintenance is crucial. Ensure to check:

- Engine oil level and condition
- Hydraulic fluid level and cleanliness
- Coolant levels and condition
- Fuel levels and potential contamination
- Transmission fluid levels (if applicable)

Regularly replacing or topping up fluids prevents overheating, reduces wear, and maintains smooth operation.

3. Operational Checks

Testing the machine's functions helps identify issues that may not be visible. Key steps include:

- Start the engine and listen for abnormal noises
- Test all control functions: boom, arm, bucket, swing, and travel
- Check the operation of the joystick controls and pedals
- Monitor the engine's idle and response times
- Verify the functioning of safety features such as alarms and emergency stops

4. Safety Features and Devices

Safety cannot be compromised. Ensure:

- Seat belts and harnesses are in good condition and functioning
- Emergency stop buttons are accessible and operational
- Warning lights and indicators are functional
- Fire extinguishers are present and up-to-date
- Backup alarms and lights are working properly

5. Maintenance and Service Checks

Routine maintenance tasks should be scheduled and documented:

- Inspect and replace filters (air, fuel, hydraulic) as needed
- Lubricate moving parts, joints, and pivot points
- Check and tighten bolts and fasteners
- Inspect undercarriage components for wear or damage
- Review maintenance logs for upcoming service needs

Creating a Customizable Kobelco Check List

Every piece of Kobelco equipment may have specific requirements based on model, usage, and environment. To develop an effective check list:

Assess Equipment Specifications

Consult the manufacturer's manual to identify key inspection points and maintenance intervals.

Divide the Check List into Sections

Organize the checklist into logical segments such as:

- Pre-operation Inspection
- Daily Inspection
- Weekly Maintenance
- Monthly and Annual Checks

Include Check Points and Frequency

Specify how often each task should be performed and record the date, inspector, and findings for accountability.

Utilize Digital Tools or Paper Forms

Adopt digital check list apps for real-time tracking or traditional paper forms for simplicity, ensuring accessibility and ease of use.

Best Practices for Effective Use of a Kobelco Check List

Implementing a check list effectively requires discipline and consistency. Follow these best practices:

Train Operators and Maintenance Staff

Ensure all personnel understand how to conduct inspections properly, recognize issues, and record findings accurately.

Schedule Regular Inspections

Set fixed times for daily, weekly, and monthly checks to establish routine and accountability.

Document All Findings

Maintain detailed records of inspections, repairs, and maintenance activities for future reference and compliance.

Prioritize and Address Issues Promptly

Develop a system to promptly respond to identified problems, minimizing downtime and preventing escalation.

Review and Update the Check List Periodically

As equipment ages or new models are introduced, update the check list to incorporate new inspection points or procedures.

Conclusion

A thorough and well-maintained Kobelco check list is a cornerstone of effective equipment management. It promotes safety, enhances operational efficiency, and extends the lifespan of your machinery. By customizing the check list to your specific equipment and adhering to best practices, your team can prevent costly repairs, ensure compliance, and optimize productivity on every project site. Remember, consistent inspection and timely maintenance are the keys to maximizing the value of your Kobelco equipment investment.

Kobelco Check List: Ensuring Optimal Performance and Longevity

In the realm of heavy machinery and construction equipment, Kobelco has established itself as a reputable and reliable brand, renowned for its durable and efficient excavators. Whether you're a contractor, operator, or fleet manager, maintaining your Kobelco equipment with a comprehensive check list is essential to ensure safety, performance, and longevity. This article provides an in-depth review of the key components and procedures involved in a Kobelco check list, offering expert insights and practical recommendations to optimize your machinery's operation.

Understanding the Importance of a Kobelco Check List

Regular inspections and maintenance are vital in preventing costly repairs, reducing downtime, and extending the lifespan of your Kobelco excavators. A well-structured check list serves as a systematic guide that helps operators and maintenance personnel identify potential issues before they escalate. It covers critical aspects such as fluid levels, mechanical integrity, safety features, and operational parameters, ensuring that every component functions as intended.

Core Components of a Kobelco Check List

A comprehensive check list for Kobelco equipment encompasses several key areas. Each component plays a crucial role in maintaining the machine's efficiency and safety standards.

1. Visual Inspection

Visual checks are the first line of defense in equipment maintenance. They help identify obvious problems like leaks, wear, or damage.

- Hydraulic Hoses and Fittings: Look for cracks, leaks, or signs of wear. Tighten loose fittings and replace damaged hoses promptly.
- Structural Integrity: Inspect the boom, arm, and bucket for cracks, dents, or deformation that might compromise safety.
- Undercarriage and Tracks: Examine for excessive wear, missing or damaged track links, and proper tension.
- Electrical Components: Check wiring for frays, corrosion, or loose connections.
- Filters and Covers: Ensure all covers are secure and filters are free of debris or damage.

2. Fluid Levels and Quality Checks

Fluid maintenance is critical for hydraulic systems, engine operation, and lubrication.

- Hydraulic Oil: Ensure the hydraulic fluid is at the correct level and free from contamination. Use recommended types and consider sampling for contamination analysis periodically.
- Engine Oil: Check oil levels using the dipstick, and verify oil quality. Change oil as per manufacturer recommendations.
- Coolant: Maintain optimal coolant levels and check for leaks or corrosion.
- Fuel System: Inspect for leaks, and check fuel quality to prevent clogging or engine issues.

3. Mechanical and Structural Checks

Assessing the physical components helps detect early signs of wear or failure.

- Lubrication Points: Grease all pivot points, pins, and bushings according to the schedule.
- Pins and Bushings: Check for excessive play or wear, which can cause operational inefficiencies.
- Hydraulic Cylinders: Look for leaks, damaged seals, or bent rods.
- Brakes and Clutches: Test for responsiveness and wear.

4. Operational Testing

Operational tests verify that the machinery responds correctly to commands.

- Control Functions: Test all joystick and pedal movements for smooth operation.
- Swing and Travel Motors: Confirm smooth rotation and movement without abnormal noises.
- Hydraulic Response: Check for responsive and consistent hydraulic functions.
- Safety Features: Engage emergency stops, alarms, and interlocks to ensure proper functionality.

5. Safety and Compliance Checks

Ensuring safety features are operational is essential.

- Warning Labels and Signage: Verify visibility and legibility.
- Fire Extinguisher: Confirm accessibility, expiration date, and proper mounting.
- Lighting and Signals: Check all lights, warning beacons, and indicators.
- Operator Cabin: Ensure seat belts, mirrors, and windows are clean and intact.

Implementing an Effective Kobelco Check List Routine

To maximize the benefits of a check list, it should be integrated into a routine maintenance schedule. Here are best practices:

- Pre-Operation Checks: Conduct quick inspections before each shift to catch immediate issues.
- Daily Inspections: More detailed checks including fluid levels, visual inspection, and safety features.
- Weekly or Biweekly Checks: Focus on mechanical components, lubrication, and system performance.
- Monthly Maintenance: Comprehensive inspections, fluid replacements, and component testing as per manufacturer guidelines.

Using checklists electronically through maintenance management systems can streamline reporting, scheduling, and record-keeping, ensuring accountability and traceability.

Expert Tips for Maintaining Your Kobelco Equipment

Maintaining your Kobelco machinery isn't just about following a checklist; it's about adopting best practices for longevity and safety.

1. Use Genuine Parts and Recommended Fluids

Always opt for OEM (Original Equipment Manufacturer) parts and fluids. Using counterfeit or substandard products can lead to premature wear and damage.

2. Train Operators Thoroughly

A well-trained operator understands the machine's nuances and performs daily checks correctly, reducing operational errors and increasing safety.

3. Keep Records of Maintenance and Checks

Documentation helps track the machine's health over time, planning proactive maintenance and identifying recurring issues.

4. Address Issues Promptly

Don't delay repairs or component replacements. Small problems can escalate into costly repairs or safety hazards.

5. Adhere to Manufacturer's Service Schedule

Follow Kobelco's recommended maintenance intervals to ensure optimal performance and warranty compliance.

Common Challenges and How to Address Them

Even with diligent checks, operators may encounter certain recurring issues. Awareness and prompt action are key.

- Hydraulic Leaks: Often caused by worn seals or damaged hoses. Regular inspection and timely replacement are critical.

- Undercarriage Wear: Tracks and rollers are subject to high wear; proper tension and cleaning extend lifespan.
- Electrical Failures: Corrosion or loose connections may cause malfunctions. Routine inspection and cleaning prevent issues.
- Engine Overheating: Coolant leaks or clogged radiators can cause overheating; regular cleaning and coolant checks are vital.

Final Thoughts: The Value of a Consistent Kobelco Check List

A well-designed and diligently followed Kobelco check list is the backbone of reliable, efficient, and safe operation of heavy machinery. It empowers operators and maintenance teams to identify issues early, plan maintenance proactively, and uphold safety standards. As with any high-value equipment, investing time in routine checks pays dividends in reduced downtime, lower repair costs, and extended machine lifespan.

By integrating comprehensive check procedures into daily operations and fostering a culture of regular maintenance, businesses can maximize the value of their Kobelco equipment, ensuring it continues to deliver peak performance for years to come.

In conclusion, the importance of a detailed Kobelco check list cannot be overstated. It is an essential tool for maintaining the integrity, safety, and efficiency of your construction machinery. Regular, systematic inspections aligned with manufacturer guidelines are the best way to safeguard your investment and achieve project success.

Question What are the essential items included in the Kobelco check list for maintenance? The Kobelco check list typically includes inspection of hydraulic systems, engine oil levels, filters, track tension, electrical connections, and safety devices to ensure optimal performance and safety. **Answer** How often should I perform a Kobelco equipment check using the checklist? It is recommended to perform a comprehensive check at least weekly or before each use, with more detailed inspections conducted during scheduled maintenance intervals as per the manufacturer's guidelines. Can I customize the Kobelco check list for specific job site requirements? Yes, you can customize the check list to include site-specific safety protocols, additional equipment, or particular operational concerns to better suit your work environment. What are the benefits of using a Kobelco check list regularly? Regular use of the check list helps prevent equipment failures, extends machinery lifespan, ensures safety compliance, and improves overall operational efficiency. Where can I find the official Kobelco check list templates? Official Kobelco check list templates are available through authorized dealer websites, Kobelco's official service portal, or within the equipment's user manual. Are there digital tools available to streamline the Kobelco check list process? Yes, several digital maintenance management software and mobile apps are available to help streamline and record Kobelco check list inspections, making tracking and reporting more efficient.

Related keywords: Kobelco maintenance, Kobelco inspection, Kobelco troubleshooting, Kobelco service manual, Kobelco parts list, Kobelco operation guide, Kobelco safety check, Kobelco equipment checklist, Kobelco repair tips, Kobelco diagnostic tools

REISSUE STALE DATED CHECK TEMPLATE SAMPLE LETTER

Reissue Stale Dated Check Template Sample Letter: A Comprehensive Guide

Reissue stale dated check template sample letter is a crucial document used by individuals and organizations when they need to request the reissuance of a check that has become stale dated. A stale dated check refers to a check that has exceeded the bank's validity period, typically six months from the date of issuance, and is no longer payable unless reissued. This situation often arises in business transactions, payroll disbursements, or settlement of payments where delays or administrative issues cause the check to become outdated.

Understanding how to craft an effective reissue stale dated check letter is essential for ensuring smooth financial operations and maintaining good relationships with payees or clients. This article provides detailed insights into the purpose of such letters, best practices for drafting them, and a sample template to help you create professional and compliant requests.

Understanding the Concept of Stale Dated Checks

What is a Stale Dated Check?

A stale dated check is a check that has remained uncashed or unpaid beyond the period specified by the bank, generally six months from the date written on the check. Banks typically refuse to honor stale checks to prevent fraud and ensure accurate account management. However, the payee can sometimes request the issuer to reissue the check if it is still valid and owed.

Reasons Why Checks Become Stale

- Delay in depositing or cashing the check by the payee.
- Lost or misplaced checks.
- Administrative oversights.
- Disputes or misunderstandings delaying the process.

- Postal delays or incorrect addresses.

What Happens When a Check Becomes Stale?

Once a check is considered stale, it cannot be cashed or deposited without prior reissuance. Issuers often need to provide a formal request to reissue the check, especially if the original check has been lost or is no longer valid.

Importance of a Reissue Stale Dated Check Letter

A reissue stale dated check letter serves multiple purposes:

- Formal request to the issuer for reissuance.
- Clarification of the details of the original check.
- Documentation for record-keeping and audit purposes.
- Facilitating smooth transaction recovery and maintaining trust.

Without a proper reissue request, the payee might face delays or may not receive the payment they are entitled to, potentially affecting their operations or financial planning.

Key Elements of a Reissue Stale Dated Check Letter

When drafting a reissue stale dated check letter, it's important to include specific details to make the request clear and effective. The essential components include:

- Sender's Information
 - Full name or company name.
 - Address.
 - Contact details (phone number, email).
- Recipient's Information
 - Name of the person or department responsible for issuing the check.
 - Address.

- Subject Line

- Clear and concise, e.g., "Request for Reissue of Stale Dated Check."

- Introduction

- State the purpose of the letter.
- Mention the original check details.

- Details of the Original Check

- Check number.
- Date of issuance.
- Payee name.
- Amount.
- Reason for delay or the check becoming stale.

- Request for Reissuance

- Politely request the issuer to reissue the check.
- Specify any preferences, such as mailing address or method.

- Supporting Documents (if applicable)

- Attach copy of the original check.
- Proof of previous communication.

- Closing Statement

- Express appreciation.

- Provide contact information for follow-up.
- Signature
- Name and designation.
- Signature (if sending a hard copy).

Best Practices for Writing a Reissue Stale Dated Check Letter

- Be polite and professional in tone.
- Clearly state the details to avoid confusion.
- Attach relevant supporting documents.
- Specify the preferred method of reissuance.
- Follow up if no response within a reasonable timeframe.
- Keep copies of all correspondence for records.

Sample Reissue Stale Dated Check Letter Template

Below is a comprehensive sample template that you can customize based on your specific needs:

``plaintext

[Your Name or Company Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Recipient?s Name]

[Recipient?s Position]

[Company/Bank Name]

[Address]

[City, State, ZIP Code]

Subject: Request for Reissue of Stale Dated Check

Dear [Recipient's Name],

I am writing to formally request the reissuance of a stale dated check issued to me by [Company/Bank Name]. The details of the original check are as follows:

- Check Number: [Check Number]
- Date of Issue: [Date]
- Payee Name: [Your Name or Company Name]
- Amount: [Amount in figures and words]

Unfortunately, the check has become stale dated as of [Date], and I am unable to cash or deposit it at this time. I kindly request that you reissue the check to me so that I can settle my pending obligations.

For your reference, I have attached a copy of the original check and any relevant correspondence. If necessary, please inform me of any additional documentation or procedures required to process this request.

Please send the reissued check to the following address:

[Your Preferred Mailing Address]

Alternatively, if there is an option for electronic transfer or direct deposit, kindly advise.

I appreciate your prompt attention to this matter and look forward to receiving the reissued check at your earliest convenience. Should you require any further information, please do not hesitate to contact me at [Your Phone Number] or [Your Email Address].

Thank you for your cooperation and assistance.

Sincerely,

[Your Name]

[Your Position, if applicable]

[Signature (for hard copy)]

...

Additional Tips for Effective Reissue Requests

- Follow Up: If you don't receive a response within a week or two, follow up via phone call or email.
- Keep Records: Maintain copies of all correspondence and supporting documents.
- Know Bank Policies: Understand the bank's policies regarding stale dated checks and reissuance procedures.
- Be Clear and Concise: Avoid ambiguity to expedite the process.
- Use Certified Mail: For formal requests, consider sending via certified or registered mail to track delivery.

Conclusion

A well-crafted **reissue stale dated check template sample letter** is essential for efficiently resolving issues related to outdated checks. By including all relevant details, maintaining a professional tone, and attaching necessary documentation, you can facilitate a smooth reissuance process. Whether you are an individual or a business, understanding this process helps ensure your financial transactions remain uninterrupted and your rights protected.

Remember, always customize the template to fit your specific circumstances and adhere to any bank or organizational policies. Proper communication and documentation are key to resolving stale check issues swiftly and maintaining positive financial relationships.

Reissue Stale Dated Check Template Sample Letter: A Comprehensive Review and Guide

In the realm of financial transactions and banking, handling checks efficiently and accurately is crucial for both individuals and businesses. One common issue that arises is dealing with a stale dated check—checks that are presented after a certain period, typically six months, rendering them invalid. When such situations occur, issuing a reissue stale dated check template sample letter becomes an essential process to ensure smooth financial operations. This article provides an in-depth review of the concept, best practices, and practical templates to streamline the reissuance process.

Understanding the Concept of Reissue Stale Dated Check

What is a Stale Dated Check?

A stale dated check is a check that has remained uncashed or unpresented for a period exceeding the bank's stipulated timeframe, commonly six months from the date of issuance. Banks typically refuse to honor such checks to mitigate risks of fraud or outdated transactions.

Why Reissue a Stale Dated Check?

Reissuing a stale dated check is necessary when:

- The original check has expired or been refused due to its age.
- The recipient has lost or misplaced the original check.
- There was an administrative error or delay in processing.
- The payee requests a new check for security or record-keeping reasons.

Legal and Banking Considerations

Reissuing checks involves compliance with banking regulations and internal policies. It's important to verify the validity period and ensure proper documentation to avoid legal complications.

Key Components of a Reissue Stale Dated Check Letter

A well-structured reissue letter serves as an official communication that authorizes the bank or payor to issue a new check. It should include specific details to prevent misunderstandings.

Essential Elements

- Sender's details: Name, address, contact information.
- Recipient's details: Name, address, or account number.
- Original check details: Check number, date, amount.
- Reason for reissue: Explanation for the stale date or lost check.
- Request for reissue: Clear instruction asking for a new check.
- Authorization: Signature or official seal.
- Supporting documentation: If necessary, attach copies of the original check or related correspondence.

Sample Template for Reissue Stale Dated Check Letter

Below is a practical sample letter that can be adapted to various scenarios:

[Your Name or Company Name]

[Your Address]

[City, State, ZIP Code]

[Email Address]

[Phone Number]

[Date]

[Bank Name]

[Bank Address]

[City, State, ZIP Code]

Subject: Request for Reissuance of Stale Dated Check

Dear [Bank Manager or Relevant Department],

I am writing to formally request the reissuance of a check that was issued to [Payee Name] on [Original Check Date], with check number [Check Number], for the amount of [Amount]. Unfortunately, the check has become stale dated and has not been cashed or presented for payment within the validity period.

Details of the Original Check:

- Check Number: [Number]
- Issue Date: [Date]
- Payee: [Name of Payee]
- Amount: [Amount]

Reason for Reissuance:

The original check was issued as part of [provide context, e.g., salary payment, refund, vendor payment], but due to [reason, e.g., delay in processing, lost check], it remains uncashed. As the

check has now exceeded the bank's validity period, I kindly request the issuance of a new check for the same amount payable to [Payee Name].

Attached Documents:

- Copy of the original check (if available)
- Any relevant correspondence or proof of transaction

Please process this request at your earliest convenience. Should you require any additional information or documentation, do not hesitate to contact me at [Phone Number] or [Email Address].

Thank you for your prompt attention to this matter.

Sincerely,

[Your Name]

[Your Position, if applicable]

[Signature]

Features and Benefits of Using a Reissue Check Template

Using a standardized template provides several advantages:

- Consistency: Ensures all necessary details are included uniformly.
- Efficiency: Saves time when drafting similar requests.
- Legal Clarity: Clearly states the intent and authorization, reducing misunderstandings.
- Professionalism: Demonstrates a formal approach, fostering better banking relations.

Pros and Cons of Reissue Stale Dated Check Templates

Pros:

- Simplifies the reissue process with a ready-made format.
- Reduces errors and omissions in communication.
- Facilitates quick processing by banks or finance teams.
- Serves as a formal record of the reissue request.

Cons:

- May require customization to fit specific circumstances.
- Over-reliance on templates might overlook unique details.
- Not a substitute for official approval or internal authorization.
- Some banks may have specific forms or procedures that need adherence.

Best Practices When Reissuing Checks

- **Verify the Original Check Details:** Confirm the check number, date, and amount before requesting reissue.
- **Attach Supporting Documentation:** Provide proof of the original transaction or communication.
- **Communicate Clearly:** Specify reasons for reissuance to avoid delays.
- **Follow Bank Procedures:** Use official forms if required and adhere to bank policies.
- **Keep Records:** Maintain copies of the request and related correspondence for future reference.
- **Secure the Process:** Handle sensitive financial documents with care to prevent fraud.

Common Challenges and How to Address Them

- **Delayed Processing:** Follow up with the bank if there are delays beyond the standard timeframe.
- **Discrepancies in Details:** Double-check all information for accuracy to prevent rejection.
- **Lost Original Check:** Include a sworn affidavit or relevant proof if the check is lost.
- **Bank Policies:** Be aware of specific bank rules regarding stale checks and reissuance.

Conclusion

The Reissue Stale Dated Check Template Sample Letter is an invaluable tool for managing outdated or uncashed checks efficiently and professionally. By understanding the key components, leveraging a well-structured template, and adhering to best practices, individuals and organizations can streamline the reissuance process, minimize errors, and maintain good banking relationships. Whether dealing with lost checks, administrative delays, or expired payments, having a solid template and clear procedures helps ensure that financial transactions remain smooth and compliant with regulations. Always tailor the template to suit specific circumstances, ensure all supporting documentation is attached, and communicate with your bank proactively to facilitate swift resolution.

Question What is a reissue stale dated check template sample letter? A reissue stale dated check template sample letter is a formal document used to request the bank or payee to

reissue a check that has become stale due to expiration, typically after six months from issuance. When should I use a reissue stale dated check letter? You should use this letter when a check you issued or received has expired or become stale, and you need to request its reissuance for valid payment processing. What are the key components of a reissue stale dated check sample letter? Key components include the sender's details, date, recipient's details, check details (amount, date, check number), reason for reissue, and a polite request for reissuance. Can I find free templates for reissue stale dated check letters online? Yes, many websites offer free downloadable and customizable templates for reissue stale dated check letters that you can adapt to your needs. How do I personalize a reissue stale dated check template sample letter? You personalize the template by inserting your specific details such as your name, address, check information, date, and reason for reissue, ensuring the letter is clear and professional. What should I include in the reason for reissue in the letter? Include a brief explanation such as the check being stale due to expiration, or the need for reissuance because the original check was lost, misplaced, or expired. Are there legal considerations when requesting a reissue of a stale dated check? Yes, ensure that your request complies with banking and financial regulations, and include all necessary documentation to support your request to avoid delays. How long does it typically take for a bank to reissue a stale dated check? The processing time varies by bank but generally ranges from a few business days to a couple of weeks after receiving a formal request. Can I use the same template for personal and business checks? Yes, but it's advisable to customize the template to suit the context, ensuring all relevant details are included for either personal or business reissuance requests. Where can I find a sample letter for reissuing a stale dated check? Sample letters can be found on banking websites, financial template platforms, or through online searches for 'reissue stale dated check letter sample' for customizable templates.

Related keywords: check reissue letter, stale check notification, check replacement template, sample check reissue letter, bank check reissue letter, stale check letter sample, check stop payment letter, bank dispute letter, check correction letter, financial institution reissue request

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