			Service Bulletin
Y	For Factory Service Release Only	Product: ScanIR II	Service Bulletin No.: SB-S2-001
Y	For Field Service Release Only	Issue Date: 27 Feb 2004	Page 1 of 3
Y	For External Release		

1.0 Products / Models Affected:

- A. Products: ScanIR II Power Supply / Processor Boxes
- B. Models: All
- C. Serial Numbers: All

2.0 Manifested Problem Conditions:

Several customers have reported communication failure problems. The problem is manifested by a "No communication" alarm, usually followed 35 seconds later with "Communication restored". The system experiences a reset. However, after the restart there may also be Motor Speed, Offset and/or Gain alarms while the system restabilizes. It is possible that the system would not restart at all.

This condition has been traced to the voltage setting on the switching power supply. The supply is supposed to come to Ircon from the supplier's factory preset to 5 volts. However, several ScanIR II units have been found with settings of 4.8 volts. Contact corrosion and temperature drift can cause the supply voltage to drop even lower during operation. Lower power supply voltage settings may cause more frequent "No Communications" alarms, possibly even shutting down the system and not restarting at all.

The combination of low power supply voltage levels and spikes of up to 200 millivolts from digital logic can cause the voltage to dip below the threshold of the automatic system reset circuit. Readjusting the power supply to 5.15 volts will make the ScanIR II system more tolerant of these environmental conditions and ought to eliminate false communication and reset problems.

3.0 Actions to be Taken:

- A. With ScanIR II already powered-up and running, measure the voltage between JP100 pin 3 and TP 100. See Exhibit #1.
- B.
- C. If the reading is less than 5.15 volts, adjust the Out 1 Trim resistor R43 on the switching power supply by turning clockwise until the measurement indicates 5.15 volts. See Exhibit #2.

Caution: Exercise care when adjusting in a counterclockwise rotation to lower voltage! Adjusting too far can cause a communication failure and a system reset. If done on a customer's system while in use, a system reset could cause interference with the customer's manufacturing process.

- D. If any PCB card is changed or added at a later date, the voltage will need to be checked and readjusted again if necessary.

Approved:

Date:

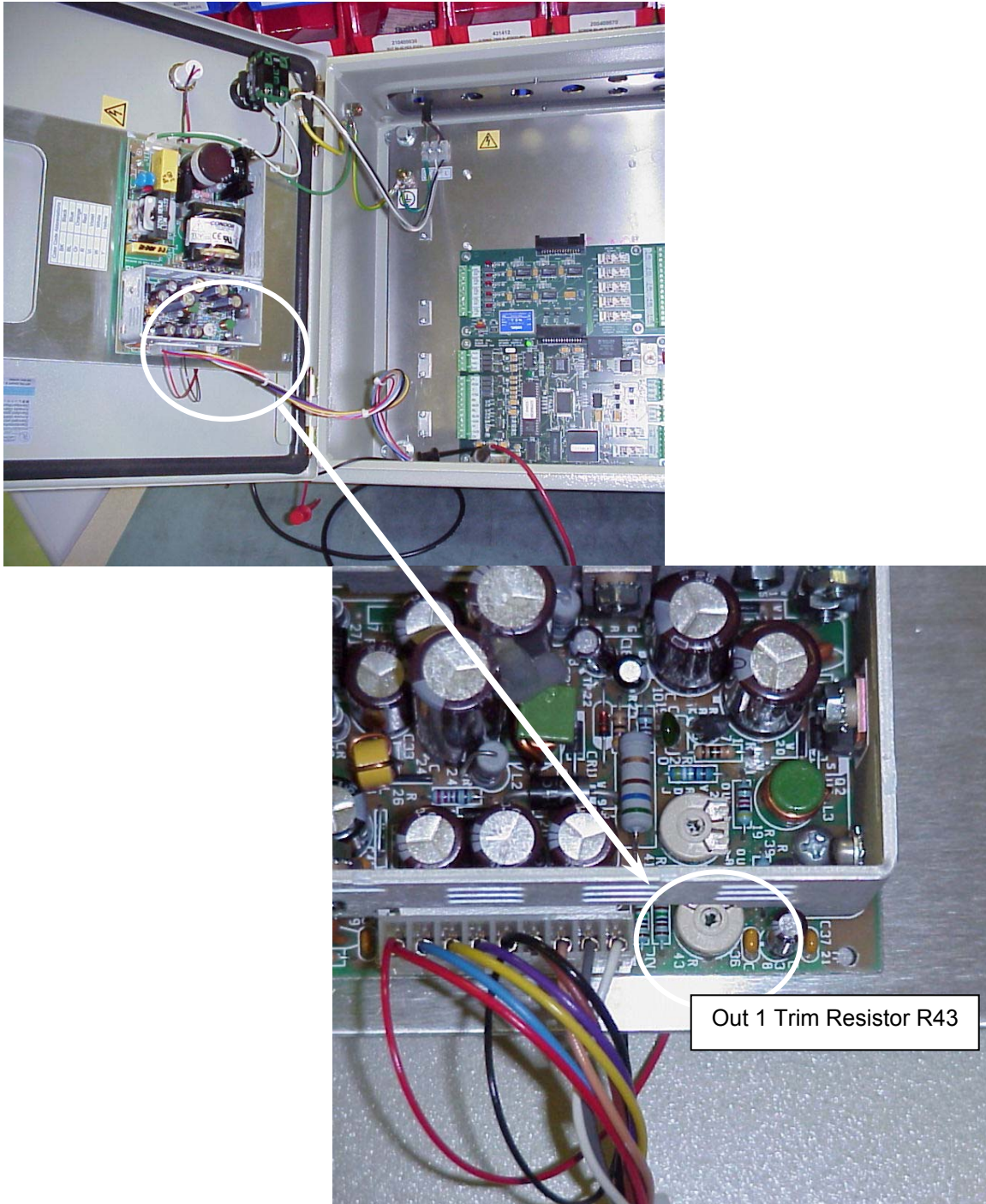
Filename: G:\Ircon Service Bulletins\Service Bulletin SB-S2-001.doc



Service Bulletin

?	For Factory Service Release Only	Product:	Service Bulletin No.: SB-XXX
?	For Field Service Release Only	Issue Date:	Page 3 of 3
N	For External Release		

Exhibit #2



4.0 Reference

DC No. 245, dated 25 Feb 2004