CHAPTER 7

Troubleshooting

WARNING
NO USER SERVICEABLE PARTS INSIDE THE OEM300!
The OEM300 contains potentially lethal voltages. Do not attempt to repair it.
Return it to Compumotor for any repairs.

POSSIBLE PROBLEMS

The first section below gives troubleshooting information for an OEM300 that does not have drives connected to it. Use the information in the second section to help you diagnose problems in a system with motors, drives and an OEM300.

NO DRIVE IS CONNECTED; OEM300 WILL NOT TURN ON

With AC power connected to the OEM300, the LED and 75VDC output should be as follows:

NORMAL OPERATION WITH AC POWER CONNECTED	
LED:	Should be Illuminated
75VDC OUTPUT:	Should Measure 75VDC ± 5%

If the above conditions are not true, there are three possible problems:

PROBLEM	SOLUTION
No AC power	Check AC at OEM300 AC Input
Thermal Shutdown	Cool OEM300 below 30°C (86°F); Cycle AC Power
Defective OEM300	Return OEM300 to Compumotor

DRIVE IS CONNECTED; OEM300 WILL NOT POWER DRIVE

Check to see if the LED is illuminated. If it is not, use the information in the first table below. If it is illuminated, use the information in the second table.

LED is OFF — OEM300 Does Not Power Drive

PROBLEM	SYMPTOM	SOLUTION
No AC Power	System will not turn on.	Use an AC voltmeter to verify presence of AC power at AC input of OEM300.
Wrong Jumper Configuration	System will not turn on, or will not stay on.	120VAC: Install jumper 240VAC: Remove jumper
Thermal Shutdown due to Over-Temperature	System ran properly, but shut down unexpectedly when heatplate exceeded 60°C (140°F). LED is off. OEM300 will not restart.	Cool OEM300 below 30°C (86°F). Cycle AC power. Restart OEM300.
Damaged OEM300	OEM300 will not turn on, even though AC power is present at input, and heatplate temp is below 30°C (86°F).	Return OEM300 to Compumotor.

LED is ON — OEM300 Does Not Power Drive

PROBLEM	SYMPTOM	SOLUTION
Short Circuit in Cables or Drive	When system is turned on, OEM300 shuts down immediately. LED stays on.	Solve short circuit problem in connected equipment. Cycle AC power to restart system.
Overvoltage or Damaged OEM300	When turned on with motor not moving, system runs for approx. 1/2 second, then OEM300 shuts down. LED stays on.	Return OEM300 to Compumotor.
Excessive Regeneration	When turned on, system runs until regeneration occurs. OEM300 shuts down during regeneration. LED stays on.	Adjust move profile or load characteristics to keep regeneration within specifications. Cycle AC power and restart system.
Drive is not connected	OEM300 is on. 75VDC output measures 75VDC. LED is on. But drive is off.	Check cable connections. Use a voltmeter to verify 75VDC is present at drive input.
Wrong Jumper Configuration	Motor operates poorly, or does not run at all.	120VAC: Install jumper 240VAC: Remove jumper

RETURNING THE OEM300 TO COMPUMOTOR

If your OEM300 has failed, you must return it for replacement or repair. If you return your OEM300 for repairs or upgrades, use the following steps:

1. Get the serial number and the model number of the defective unit(s), and a purchase order number to cover repair costs in the event Parker Compumotor determines the unit is out of warranty.

2. Before you ship the unit to Parker Compumotor, have someone from your organization with a technical understanding of the OEM300 and its application include answers to the following questions:

- What is the extent of the failure/reason for return?
- How long did it operate?
- How many units are still working?
- How many units failed?
- What was happening when the unit failed (i.e., installing the unit, cycling power, starting other equipment, etc.)?
- How was the product configured (in detail)?
- What, if any, cables were connected, and how?
- With what equipment is the unit connected?
- What was the application?
- What was the system sizing (speed, acceleration, duty cycle, inertia, torque, friction, etc.)?
- What was the system environment (temperature, enclosure, spacing, unit orientation, contaminants, etc.)?
- What upgrades are required (hardware, user guide)?

3 . Call Parker Compumotor's Applications Engineering Department at 800-358-9070 for a Return Material Authorization (RMA) number. Returned products cannot be accepted without an RMA number.

4. Ship the unit to: Parker Compumotor Corporation
5500 Business Park Drive
Rohnert Park, CA 94928
Attn: RMA # xxxxxxx