

TCS has recently uncovered an issue regarding VAC power provided to the QWL 3.0 Panel and QD2040 external power supplies which may affect a limited number of sites.

Recently returned equipment have shown a number of failures due to corruption on the hard drive. Testing has determined that the most prominent cause for this issue is due to inconsistent, or “dirty” power at the site. The Panel Gateway inside the QWL 3.0 panel (the motherboard and hard drive) is designed to operate from a consistent minimum of 100VAC to maximum of 250VAC input. The external power supply provided with these units assumes that a level of at least 100VAC will be provided at the source. If power drops below 100VAC, the 12VDC side providing power to the hard drive and other components also begins to drop. When this drops too low file corruption on the hard drive may occur which, depending on the files corrupted, would require replacement. This is why in areas of the country with inconsistent power we recommend they be plugged into a surge protected circuit and on-site UPS or power conditioner.

RECOMMENDATIONS:

TCS is making the following recommendations, procedure and production changes:

1. TCS is changing to a new power supply which will provide more consistent 12VDC to the panel gateway in severe brown out conditions. This power supply has a higher power condition tolerance and a clamping feature so if input power goes below or above the recommended input voltage tolerance the power supply will turn off and reset itself once it receives sufficient power from the 110VAC source.
2. TCS will ship this new power supply on all future QWL 3.0 and QD2040 shipments, regardless of power conditions experienced around the country.
3. TCS will include the new power supply on all Panel Gateways that need to be changed in the future and require that both the old panel gateway and old power supply be returned to TCS
4. TCS recommends replacing the current power supply on any QWL or QD2040 that is:
 - a.) Currently running and on line
 - b.) Less than two years old.
 - c.) Is not plugged into a surge protected and UPS circuit
 - d.) Is in an area of the country known for “dirty” power source

TCS ONLY recommends replacing the power supplies if all of the above conditions exist. Equipment which is more than 2 years old and still operating without issue would be evidence that the power source is protected and/or a “clean” source that possible damage to the hard drive is minimal. Sites less than two years old which have a known clean power source or are already plugged into a UPS or power conditioner will not need to be changed.

If a power supply needs to be ordered, please reference part # PK5100

FOR MORE INFORMATION

For more information about TCS Basys Controls products, contact your TCS Basys Controls account manager via email or by calling 1-800-288-9383.