Purpose:
To inform customers of a solution to a problem which can cause some revisions of GN3-DSP card to indicate certain false axis faults.

Description:
GN3-DSP cards Revision 2.0a through 2.1c and Revision 3.0a may experience the following false fault indications:

1. Encoder overspeed faults (AFAULT@=7).
2. Hardware overtravel errors (ERR=1614 or 1615) and/or incorrect values for HTL.FWD@ and HLT.REV@.
3. Open encoder wire faults (AFAULT@=3 or 4), and/or;
4. Servodrive alarm faults (AFAULT@=2).

This problem is due to marginal timing on a particular batch of EPLDs (Electrically Programmable Logic Devices).

Identification:
The part number and revision number are located next to the Axis B "D-sub" connector and are visible without removing the card.

Recommendation:
If you experience this problem, you should return the card to ORMEC for upgrade to Revision 2.1d, 3.0c or later, depending on the current revision. The later revisions have modified internal ROM configurations that are more tolerant of EPLD timing variations.

Warranty Policy:
GN3-DSP cards of the above revisions that are still within their 24 month warranty period will be upgraded at no charge.
Procedure:
Contact ORMEC Service Department to verify your card's warranty status, obtain pricing for non-warranty upgrades or to obtain a return authorization number. Please have the model and serial number of the card available when you call.

Related Bulletins:
See also bulletin 93002.