

TB MP0026

TECHNICAL BULLETIN

INFORMATION ONLY

SAFETY

MAINTENANCE ISSUE

For the Attention of : SLL Testers, Service Branch Managers, Tim Collins, Will Roberts.

From: Tony Knapp, Product Support Engineer.

Date : 3rd May 2019.

Product : Xtralift 2.0 (MP)

Subject : SMQ 4 Board & Interface tool

Pages : 2

Originator : Stannah Lifts Ltd, Anton Mill, Andover, Hants SP10 2NX 01264 339090

Detail

We have experienced VS controllers not re-setting after power cuts. Normally the controller would reset after a power loss but in some cases the controller gives communication errors 09 31, 09 41 and fails to reset. See MP report below:



PoundBury Breakdowns

Date:07/03/2019

Rev 1.0 RB

Lift1 ST340040 181344

Lift2 ST340041 181578

Lift3 ST340042 181579

Lift 1, and lift 2 out of service with Fault 09-41 and 09-31 (this faults are not logged in the controller memory, it's a real time detection).

Due to power failure in the building the controller activated the automatic rescue.

In both lifts the log memory of the drive show Err60 (Start of the rescue operation) and Err61 (end of the rescue operation).

After the automatic rescue the lifts switch off, and will be back on when the power returns, When the internal console (red Tool) is connected the controller can have a problem starting up the CAN bus and this can generate the, Fault 09-41 and 09-31.

So our advice is to disconnect the internal console and only connect when the service technician

Or the trouble shooter needs to use it.

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In the Fire fighter lifts or lifts that use an Absolute encoder we advise also to disconnect the internal console, with the new orders the way of wiring the CAN bus will be changed as already done in some installations to have optimal communication.

We are studying the communications architecture of this installation, in order to implement some changes that permit to leave a permanent connection of the console in similar future orders.

Action

Please can all engineers ensure they unplug the red interface tool on the lift when they leave site. This only applies to EN81-20 lifts where the red tool is mounted on the controller door not EN81-1 lifts where tool is mounted directly on top of the SMQ4 board, or where the Interface tool is hard wired into the SMQ4 board.

