Pneumatic Control Module (PCM) – Support Request

Warranty Policy

Cross The Road Electronics, LLC warrants our products to be free from defects in manufacturing, materials and workmanship for a period of 90 days from the date of purchase. This warranty covers normal use as described in the product manual and within the limits specified in any applicable data sheet(s). This warranty does not cover abuse, misuse, incorrect wiring, alterations, connector damage, or robot competition damage.

Please answer ALL of the questions below if requesting support and/or replacement:

1. Date of purchase or receipt of the PCM? __________________________

2. Which distributor did you receive the PCM from? __________________________

3. What is the PCM doing that does not meet your expectation? __________________________

4. Is this a Weidmuller button/connector issue? YES NO

   4.1. If YES – Describe the issue on the line below and then return this form:
   ________________________________________________________________
   ________________________________________________________________

5. Was power ever connected backwards to the “Vin” on the PCM? YES NO

6. Was power ever connected to “Compressor Out” on the PCM? YES NO

7. What is the “VSOL” (solenoid voltage) jumper set to on the PCM? 12V 24V

   7.1. What is the required voltage of the solenoids you are using? 12V 24V

8. What make and part #/model # compressor are you using? __________________________

9. When the PCM is correctly wired, powered on and the robot is enabled, what is the color AND blink type of the status LED on the PCM? Please refer to page 16 in the PCM User’s Guide section 3.3.4 Complete LED Guide when answering this question:

   ________________________________________________________________
   ________________________________________________________________
   ________________________________________________________________

   9.1. Based on your answer above, what Problem is indicated with this color and blink type (refer to the problem listed in the above referenced table)? __________________________

10. Please refer to section 4 in the PCM User’s Guide – Troubleshooting Tips and Common Questions (pgs 17 – 19). The best method for root-causeing wiring or software issues is to check the conditions listed in 4.1.1 through 4.1.7 in sequential order. Which step # does the PCM fail to perform? __________________________

11. Were you able to replace the PCM with another known good PCM wired in the same configuration to resolve the issue? YES NO