



Talon SRX – 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 Talon SRX? _____
 2. Which distributor did you receive the Talon SRX from? _____
 3. What is the Talon doing that does not meet your expectation? _____
 4. Was power ever connected backwards to the Talon SRX? **YES** **NO**
 5. Was power ever connected to the green and white motor output wires on the Talon SRX? **YES** **NO**
 6. Was the Talon SRX wired for PWM control or CAN control? **PWM** **CAN**
 7. (FRC Teams ONLY) If the Talon SRX is wired for CAN control, is the controller seen with its own unique ID in the Phoenix Tuner 'CAN Devices' tab? **YES** **NO**
 8. Have any external sensors been attached to this Talon SRX? **YES** **NO**
 - 8.1. **If YES** – which sensor or breakout was attached? _____
 9. Has this Talon SRX been *isolated for testing and wired for correct operation following the checkpoints listed on page 28 of the Talon SRX User's Guide*? **YES** **NO**
 - 9.1. **If NO** – please stop here and do so before moving on. This step must be completed before supplying answers to the questions below.
 10. Refer to the LED Blink Codes in the Talon SRX User's Guide: Section 2.3 – Blink Codes (pg 32). With the Talon SRX wired correctly, yet isolated for troubleshooting – which blink code is indicated? Indicate color and flashing pattern: _____
 11. Please refer to the Talon SRX – User's Guide: Section 3 – Troubleshooting (pgs 35 – 38). Which **Problem** referred to in this section most closely matches the issue you are seeing:

 12. Were you able to replace the Talon SRX with another known good Talon SRX wired in the same configuration to resolve the issue? **YES** **NO**
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