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## Victor SPX – 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 Victor SPX? \_\_\_\_\_
2. Which distributor did you receive the Victor SPX from? \_\_\_\_\_
3. What is the Victor SPX doing that does not meet your expectation? \_\_\_\_\_
4. Was power ever connected backwards to the Victor SPX? **YES**      **NO**
5. Was power ever connected to the green and white motor output wires on the Victor SPX? **YES**      **NO**
6. Was the Victor SPX wired for PWM control or CAN control? **PWM**      **CAN**
7. (FRC Teams ONLY) If the Victor SPX is wired for CAN control, is the controller seen with its own unique ID in the Phoenix Tuner 'CAN Devices' tab? **YES**      **NO**
8. Has this Victor SPX been *isolated for testing and wired for correct operation following the checkpoints listed on page 8 of the Victor SPX User's Guide: "Applying Power for the First Time"*? **YES**      **NO**
  - 8.1. **If NO – please stop here and do so before moving on. This step must be completed before supplying answers to the questions below.**
9. Refer to the LED Blink Codes in the Victor SPX User's Guide: Blink Codes (pg 11). With the Victor SPX wired correctly, yet isolated for troubleshooting – which blink code is indicated? Indicate color and flashing pattern: \_\_\_\_\_
10. Please refer to the Victor SPX User's Guide: Troubleshooting (pgs 16 – 18). Which **Problem** referred to in this section most closely matches the issue you are seeing:  
\_\_\_\_\_
11. Were you able to replace the Victor SPX with another known good Victor SPX wired in the same configuration to resolve the issue? **YES**      **NO**