Product Advisory

Product:	H0-CTRIO High Speed Counter / Pulse Output Module		
Part Numbers:	H0-CTRIO	**Number:**	PA-CTR-001
		Date Issued:	1/30/04
Subject:	Module RAM Memory Corruption	**Revision:**	Original
Products Affected:	All H0-CTRIO modules		

Description of Problem

All H0-CTRIO modules shipped prior to 1/29/04, **date code/rev codes 0104/2B, 0703/2B, and 0403/2B**, have the possibility to write to the wrong areas of the CTRIO's RAM, generally resulting in a CTRIO watchdog timeout and module Error condition (OK LED OFF and ERR LED ON).

This problem can potentially manifest in any CTRIO function, but has been duplicated as a watchdog timeout after a velocity change in a Dynamic Velocity profile.

Solution

To fix this problem customers will need to exchange the defective H0-CTRIO for new corrected modules which will be at hardware revision 2C or later. Below is the procedure for obtaining an RA (Return Authorization) and exchanging H0-CTRIO modules.

We recommend that you exchange your module as soon as possible.

1. Attached to this letter is a form to complete and mail or fax to the Return Authorization (RA) department, or use this link to e-mail the RA department with the pertinent information: http://support.automationdirect.com/h0-ctrioreturnform.html

   If mailing, please send to:

   RA Department
   AutomationDirect
   3505 Hutchinson Road
   Cumming, GA 30040

   Or Fax: 770-889-8672

2. Upon AutomationDirect receiving the completed RA form, a replacement order for the applicable quantity of H0-CTRIO modules will be shipped at NO CHARGE. The replacement order packing slip will indicate "H0-CTRIO RECALL" in the customer P.O. field.

3. The AutomationDirect UPS account number will be noted on return faxback RA reply or web form e-mail RA reply to use when shipping back defective H0-CTRIO modules.

Technical Assistance

If you have any question regarding this Product Advisory, please contact us at 770-844-4200 for further assistance.