

Troubleshooting Form for all POWERFLEX Drives

When you contact Technical Support, please be prepared to provide the following information. Drive and motor nameplate picture would be helpful too.

1. Order number _____
2. Product catalog number _____
3. Product serial number _____
4. Firmware revision level _____
5. Fault code listed [Last Fault Code] _____

6. Installed options and port assignments:

DPI 1 _____	DPI 5 _____	DSI 1 _____
DPI 2 _____	DPI 6 _____	DSI 2 _____
DPI 3 _____	DPI 7 _____	OTHER _____
DPI 4 _____	DPI 8 _____	

7. Description of your application: (Example: Pumping)

8. A detailed description of the problem. _____

9. A Brief History of the drive installation. _____

10. Is this a first time installation, drive has not been running or it is an established installation,
the drive has been running. _____

11. Motor Nameplate information. HP. _____ Volts. _____ RPM. _____ HZ. _____

Troubleshooting Form for all POWERFLEX Drives

The data contained in the drive will help in initial troubleshooting of a faulted drive. You can use the look-up table below to help record the drive data provided in each parameter listed.

12.*Fault Frequency Captures and displays the output speed of drive at time of last fault. _____

13.*Fault Amps, Captures and displays motor amps at time of last fault. _____

14.*Fault Bus Volts, Captures and displays the DC bus voltage of drive at time of last fault. _____

15.*Status1 at Fault, Captures and displays [Drive Status 1] bit pattern at time of last fault.

31 30 29 28 27 26 25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0

16.*Status2 at Fault, Captures and displays [Drive Status 2] bit pattern at time of last fault.

31 30 29 28 27 26 25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0

17.*Alarm A at Fault, Captures and displays [Alarm Status A] bit pattern at time of last fault.

31 30 29 28 27 26 25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0

18.*Alarm B at Fault, Captures and displays [Alarm Status B] bit pattern at time of last fault.

31 30 29 28 27 26 25 24 23 22 21 20 19 18 17 16 15 14 13 12 11 10 9 8 7 6 5 4 3 2 1 0

19.*Last Fault Code, A code that represents the fault that tripped the drive. _____

*Look-up Table	PARAMETERS										
Drive Series	PF4	PF40	PF4M	PF40P	PF400	PF523	PF525	PF70/700	PF 700H	PF753	PF755
Fault Freq.	NA	NA	NA	NA	324	631	631	224	224	956	956
Fault Amps	NA	NA	NA	NA	325	641	641	225	225	957	957
Fault Bus	NA	NA	NA	NA	326	651	651	226	226	958	958
Fault Status 1	NA	NA	NA	NA	327	661	661	227	227	954	954
Fault Status 2	NA	NA	NA	NA	NA	NA	NA	228	228	955	955
Last Fault	7	7	7	7	7	7	7	243	243	951	951
Clear Fault	100	100	450	100	197	551	551	240	240	NA	NA