

Date	17 Sept 2015	Service Note #	7x00-2066	Updated	NA
Product	symphony 7100, sensIR 3200		Created By	J. Yangco	
Description	Drive Motor Electronic Enhancements				

Release	<input checked="" type="checkbox"/>	Internal	<input checked="" type="checkbox"/>	Distributors	<input checked="" type="checkbox"/>	Customers
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Parts Required	Serial Numbers Affected
Drive Motor Assembly (Part # 2800-0193)	7101434, 7101444, 7101449, 7101451, 7101452, 7101455 and later 3201042 and later

Drive Motor Electronic Enhancements

Reason: Failure trend analysis indicated an increase in motor errors on the symphony 7100 and sensIR 3200. Upon further investigation and analysis it was determined that certain environmental conditions (high humidity) at low stirring speeds (<100 RPM) increases the possibility on the symphony 7100 of receiving a “Motor drive error on position: n” (where n is the module position) or unevenness during reciprocation on the sensIR 3200).

In order to address this issue a design change in the circuitry that controls the drive motor was implemented. This enhancement will improve motor performance when operating at elevated humidity levels.

The motor control enhancement improves reliability under certain environmental and operational conditions therefore on legacy systems it will be implemented on a case by case basis as the issue arises. By default, all units shipped with Serial Numbers listed above will have the new motor controls installed.

Solution/Action

Replace the drive motor as described in Service Notes 7x00-2067 for symphony 7100 and 3200-2069 for sensIR 3200 (Drive Motor Replacement).