

Technical Service Bulletin

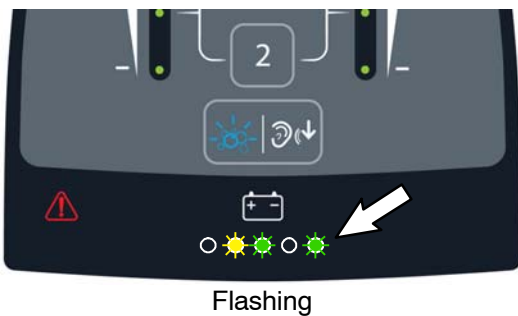
MODEL(S) AFFECTED: T500 Walk-behind Scrubber

N. America models manufactured before serial number T500-10844157 (March 28, 2017)
 EMEA models manufactured before serial number T500-U10049 (March 29, 2017)
 APAC models manufactured before serial number T500-30065937 (March 31, 2017)

SUBJECT: Scrub head actuator stall fault code detected when machine is operated in cold temperatures (near 50°F/10°C and below). The lubricating grease within the actuator stiffens in cold weather and causes the actuator to exceed the allowed electric current threshold, resulting in fault.

PURPOSE: To operate machine in cold temperatures, install FIRMWARE VERSION 1.12 or later. The new firmware version adjusts the electric current to a higher threshold for cold temperature operation.
 To clear the stall fault code until firmware can be updated, allow machine to warm up and recycle key.

NOTES: This issue does not affect T500e or Speed Scrub 500 models.
Warranty Information: Standard warranty terms apply.
 As common practice, it's recommended to conduct firmware updates whenever servicing machine to ensure machine operates at peak performance.

Pro-Membrane Actuator Stall Fault Code

Pro-Panel™ Actuator Stall Fault Code

Service Application Software required to install new FIRMWARE VERSION 1.12 or later.

Tennant direct ServiceLink computers are automatically updated with latest Service Diagnostics SE software to perform firmware update. Distributors and third-party service require Service Diagnostics LE 1.5.11 software or later.



Software
link

