

Release Date:
June 16, 2021

Technical Service Bulletin



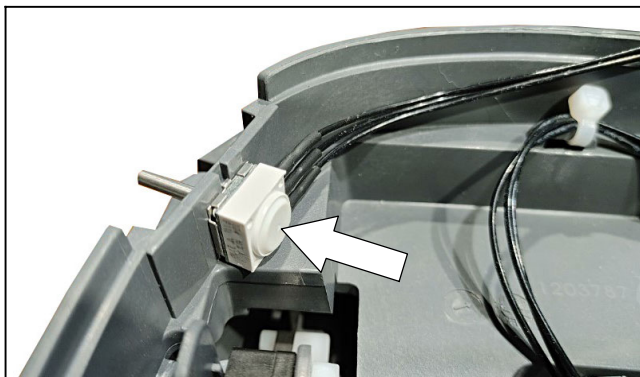
MODEL(S) AFFECTED: B5 propel, B7, T300/e propel, T500/e, T600/e, SpeedGleam 5 propel, SpeedGleam 7, Speed Scrub 300 propel and Speed Scrub 500
N. America models manufactured before April 12, 2021.

SUBJECT: Speed Control potentiometer failure. Over time, under normal operating use, the potentiometer may exhibit a brief open-circuit condition and cause a propel fault. The detected fault will automatically put the i-Drive in the slow, safe mode or even cause complete propel failure. A simple key-cycle may clear the fault temporally, however the fault can reoccur when adjusting speed dial.

PURPOSE: To repair potentiometer, order replacement potentiometer (p/n 1256757). The new potentiometer is designed with a ceramic-based resistance element for long term durability. It's also designed without speed setting detents, therefore the speed control dial will feel different to the operator.

NOTES: **Warranty Information:** Standard warranty terms apply. If you have any existing inventory of the previous potentiometers, it is advised to scrap them out and reorder the new replacement part.

New Replacement Potentiometer p/n 1256757



The new potentiometer is a direct replacement and does not require any specific installation instructions. To identify the difference between the previous potentiometers, the body on the new potentiometer is thinner.

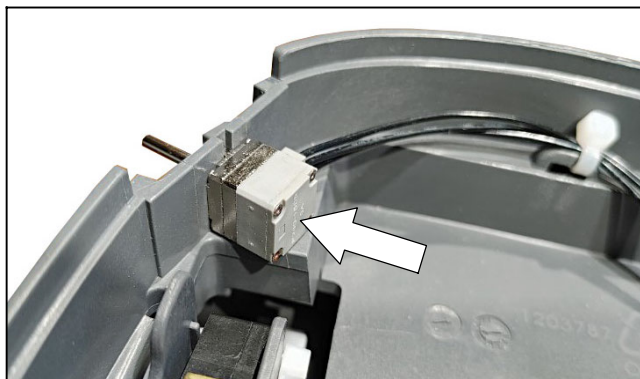
Potentiometer Fault Code

LED Fault Code	LCD Fault Code	Fault	Repair
☀•••☀	0x0920	Potentiometer wiper failing	Replace Potentiometer

Note: The Service Diagnostics Software Tool may also detect an internal fault code "0x0300" for same failure.

Previous Potentiometers (Discontinued)

p/n 1246392



p/n 1204930

