

TECHNICAL SERVICE BULLETIN



Number: TSB-FC-2017-035

Symptom: Li-ion battery does not work.

Date: 27 Feb.2017

Urgency: Low

Author: Alberto Rastelli

Urgency:



HIGH: Rework needs to be done immediately



MEDIUM: Rework needs to be done by next possible occasion



LOW: Rework to be done if necessary



GENERAL: General information

SYMPTOM:

Li-ion battery pack does not work.

The red LED is flashing 3 times.

PRODUCTS:

SC250, SCRUBTEC 334C, MA30 13B.

SYSTEM:

Battery system

ISSUE:

The Li ion battery pack P/N 107408866 is preventing the machine from working.

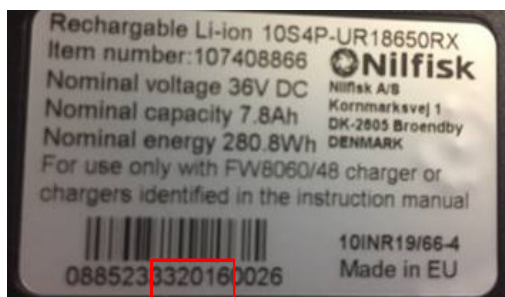
CAUSE:

The SC250 when used dry on a vinyl floor generates an excess of 20kV of static electricity. The battery pack PCB was damaged by ESD thru one of the 4 metal inserts on the back of the battery.

PRODUCTION CORRECTIVE ACTIONS:

The 4 metal inserts have been insulated to help to block ESD and prevent it from reaching the battery PCB.

Battery pack date code starting in 2016ww43 production.



The mfg date is the last numbers in the string under the bar code.

The sample label show week33 2016

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PRODUCTION SOLUTION IMPLEMENTATION DATE and / or SERIAL NUMBER:

Implementation in production starting battery pack date code 2016WW43.

FIELD CORRECTIVE ACTIONS:

No change of the current spare P/N,

DC's stocks were purged and new batteries are now available.

SPARE PARTS or Kits Needed:

9100002070 - BATTERY PACK, 36 VOLT, 10S4P

COMPONENT LOCATIONS / PICTURES:

ISSUE



Opening the battery pack is strictly forbidden, Nilfisk technicians are not supposed to open the battery primarily for safety reasons.



The battery pack ESD (electro static discharge) path is via the "open" brass inserts, jumping to the BMS (battery management system) PCB where ESD sensitive electronic components are damaged.