



Number: TSB-FC-2015-032 Various machines
– Pump wire abrasion

Symptom: No solution output, solution pump not running

Date: September 1, 2015

Urgency: Medium

Author: Aaron Clark

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:

No solution output, solution pump not running.

PRODUCTS:

Model	Part #
BEXT PRO 100	56105308
BEXT PRO 100H	56105309
BEXT PRO 400H	56105310
BEXT PRO 100H-HD	56105284
EX20 100H	56105289
EX20 100C	56105288
EX20 100SC	56105290
ET600-100	56105312
ET600-100H	56105313
ET600-400H	56105314
ET610 100H	56105293
ET610 100C	56105292
ET610 100SC	56105294

Model	Part #
HYDRAPORT 100SC	56105300
HYDRAPORT 100H	56105301
HYDRAPORT 200H	56105303
HYDRAPORT 400H	56105305
HYDRAPORT 400H-SP	56105304
HYDRAPORT 1200	56105306
MPE-400H-SP	56105307
TERMINATOR 3G 1200	56105302
REEL CLEANER	56108050
RESTROOM CLEANER TFC 40012 G	56380773
ALL CLEANER XP	56381594
12 GAL. RESTROOM CLEANER	APC-12
REEL CLEANER 56108050	APC

SYSTEM:

Solution System

ISSUE:

The power wire to the solution pump wire is no longer connected or has shorted to the pump housing preventing the pump from operating. If the wire has shorted to the pump housing, the circuit breaker in building may need to be reset.

ECO / ODM #:

A-11589



Number: TSB-FC-2015-032 Various machines
– Pump wire abrasion

Symptom: No solution output, solution pump not running

Date: September 1, 2015

Urgency: Medium

Author: Aaron Clark

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

CAUSE:

The insulation on the solution pump wires is rubbing against the edge of the hole on the pump motor housing causing abrasion. Overtime vibration from the running pump can cause the insulation to wear out and expose the wires. In the pictures below, the insulation had worn off and the wire contacted the housing causing a short that cased the blue power wire to break. See Fig 1 & 2.

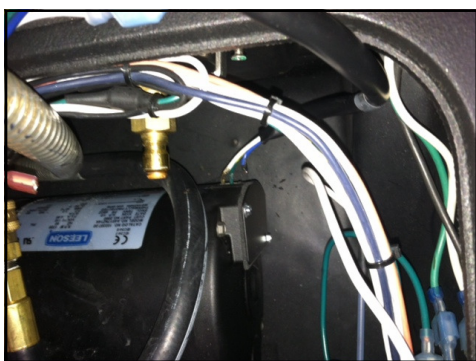


Figure 1

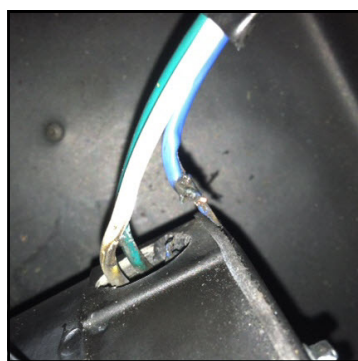


Figure 2

PRODUCTION CORRECTIVE ACTIONS:

A rubber grommet (56050955) has been added to the pump motor assembly to help protect the motor wires from the raw edges of the conduit hole on the pump motor housing.

PRODUCTION SOLUTION IMPLEMENTATION DATE and / or SERIAL NUMBER:

First production machine with new Grommet installed as Standard equipment:

Implementation Shipping Date: August 17th, 2015

Serial Number: 4000095482

FIELD CORRECTIVE ACTIONS: (All machines built prior to Serial Number 4000095482)

Remove the cover on the end of the motor.(Fig.3) Inspect pump motor wires for damage to the wire or insulation. (Fig.2) Repair or replace wire(s) or insulation if needed. Install protective Grommet (P/N 56050955) inside the pump motor's conduit hole to protect the pump motor wires from rubbing on the housing. (Fig.4,5)

.75 hrs. Is allowed to do this repair



Number: TSB-FC-2015-032 Various machines
– Pump wire abrasion

Symptom: No solution output, solution pump not running

Date: September 1, 2015

Urgency: Medium

Author: Aaron Clark

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

SPARE PARTS or Kits Needed:

56050955 GROMMET—to protect the solution pump motor wires from rubbing on the edge of the conduit hole

Note: If Pump Motor wires cannot be repaired, replace the motor.

56105220 - KIT-PUMP MOTOR 400PSI (Includes new grommet)

COMPONENT LOCATIONS / PICTURES:

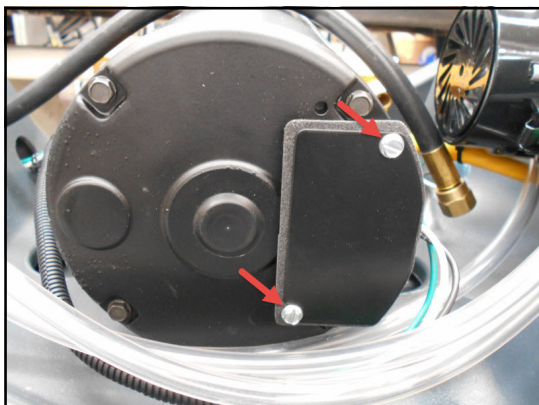


Figure 3

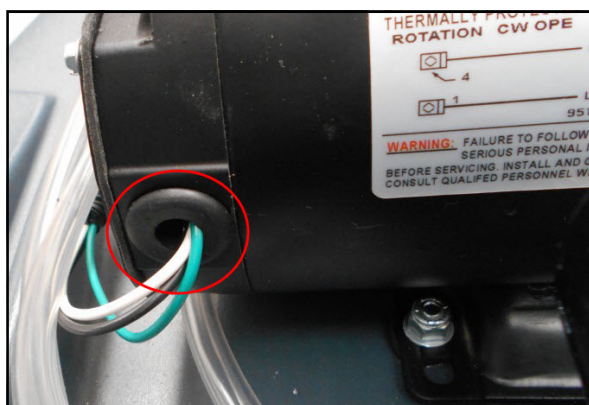


Figure 4

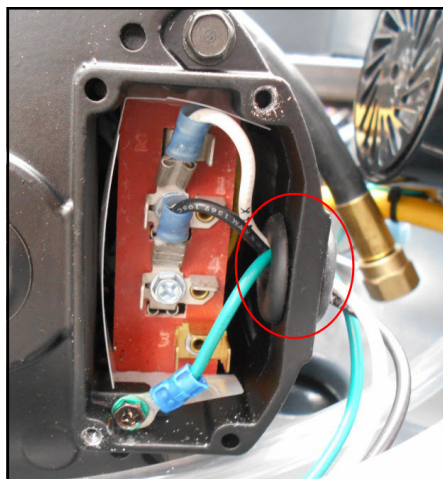


Figure 5