



Nilfisk

TECHNICAL SERVICE BULLETIN

Number: TSB-FC-2020-001

Symptom: Wheel encoder contact with platform

Date: 22 January 2020

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Urgency: **LOW:** Rework to be done if necessary

Before performing any service ensure safety precautions are followed! Disconnect any applicable power systems. Use of a personal grounding strap is strongly recommended when working with any electrical system.

Symptom:	poor playback performance and erratic driving behavior in autonomy mode. See below for list of error you may potentially see displayed.
Products:	All SC50 models.
System:	Chassis System
Related/Prior TSB:	Not Applicable
ISSUE:	
During training mode you may see: 5-F479 KNIGHT_COMP_INFO_TRAIN_NOLOOP The fill-in loop didn't close This will happen consistently if the encoders are way off, and you may not be able to successfully train a path. During playback you may see: 5-F456 KNIGHT_COMP_INFO_AUTO_NOPATH Auto-scrub unable to continue. Can't find path to continue. 5-F455 KNIGHT_COMP_INFO_AUTO_SAFEZONE Auto-scrub unable to continue, outside the safe zone 5-F6D2 KNIGHT_COMP_ERR_AUTO2_KRSCONVERGENCE Kidnapped Robot Solver Failed to Converge	

CAUSE:

Gap between the 56104537 rear wheel encoder and the 56104551 encoder plate is less than 0.010 inches or more than 0.060 inches on any point around the plate. This could be caused by different reasons including: incorrect adjustment made in the factory, missing Loctite in 56003950 screw that positions the 56104537 encoder on the 56104866 or 56104865 mounting brackets, excessive vibration or handling, or **the platform assembly contacting the encoder, particularly on the left side of the machine.**

**PRODUCTION CORRECTIVE ACTIONS:**

ECO A-14305 implemented in November 15th, 2019 introduced 56122796 platform support that increases the clearance between the platform and the encoders, preventing undesired contact.

PRODUCTION SOLUTION IMPLEMENTATION DATE and/or SERIAL NUMBER:

Implementation Shipping Date: **November 15th 2019.**

Serial Number: **1000070615.**

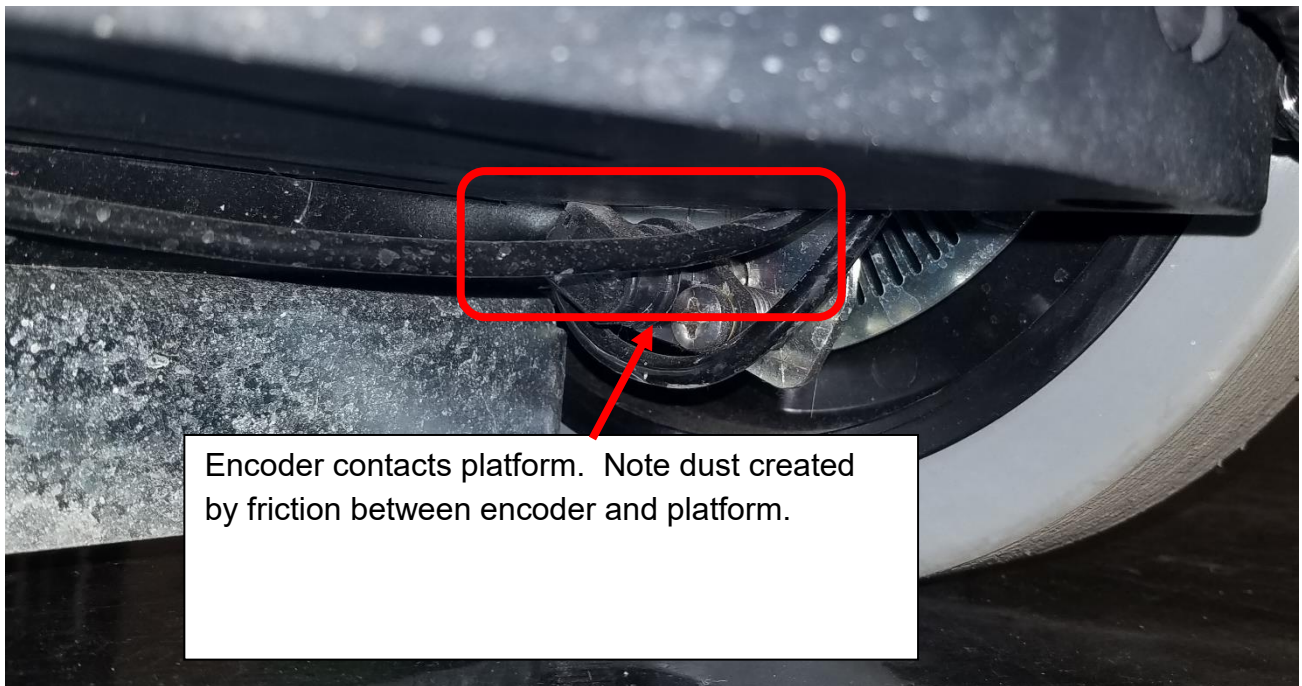
ECO:

ECO # A-14305

FIELD CORRECTIVE ACTIONS:

1. Request 56122807 kit and install per kit instructions.

Kit 56122807 NOT Installed



Kit 56122807 Installed

