

# TECHNICAL SERVICE BULLETIN



**Number:** TSB-FC-2016-010

**Symptom:** Charger error C4.

**Date:** 20th July. 2016

**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

## PRODUCTS:

SC500

SC2000 – Scrubtec R2—RA40

## SYSTEM:

Electrical system

## ISSUE:

Charging process stop due to one cooling fan not working, so the machine show exceeded temperature error - C4.

## ROOT CAUSE

The supplier introduced a new fan model using new magnetic levitation technology, but despite testing and higher tech data the new fan seems less reliable or intermittent functioning.

## PRODUCTION CORRECTIVE ACTIONS:

Replaced the maglev fan with a traditional ball bearing fan, model already used in almost all other chargers. Onboard charger with new fan implemented starting June 2016

**Standard warranty applies** allow 1 hour labor

## PRODUCTION SOLUTION IMPLEMENTATION DATE and / or SERIAL NUMBER:

Starting W22, 2016 breaking SN.: 3510162201236 (SC500)

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# Nilfisk

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## SPARE PARTS or Kits Needed:

### SC500:

9100000888 CHARGER BATT. O/B 24V 13A 100-230V PKD

### SC2000:

9100001145 CHARGER BATT. O/B 24V 13A 100-230V PKD

No change of the current spare P/N,

EDC stock is purged and new OBC are now available.

## COMPONENT LOCATIONS / PICTURES:



OK

