

GEN2 V1.1

1

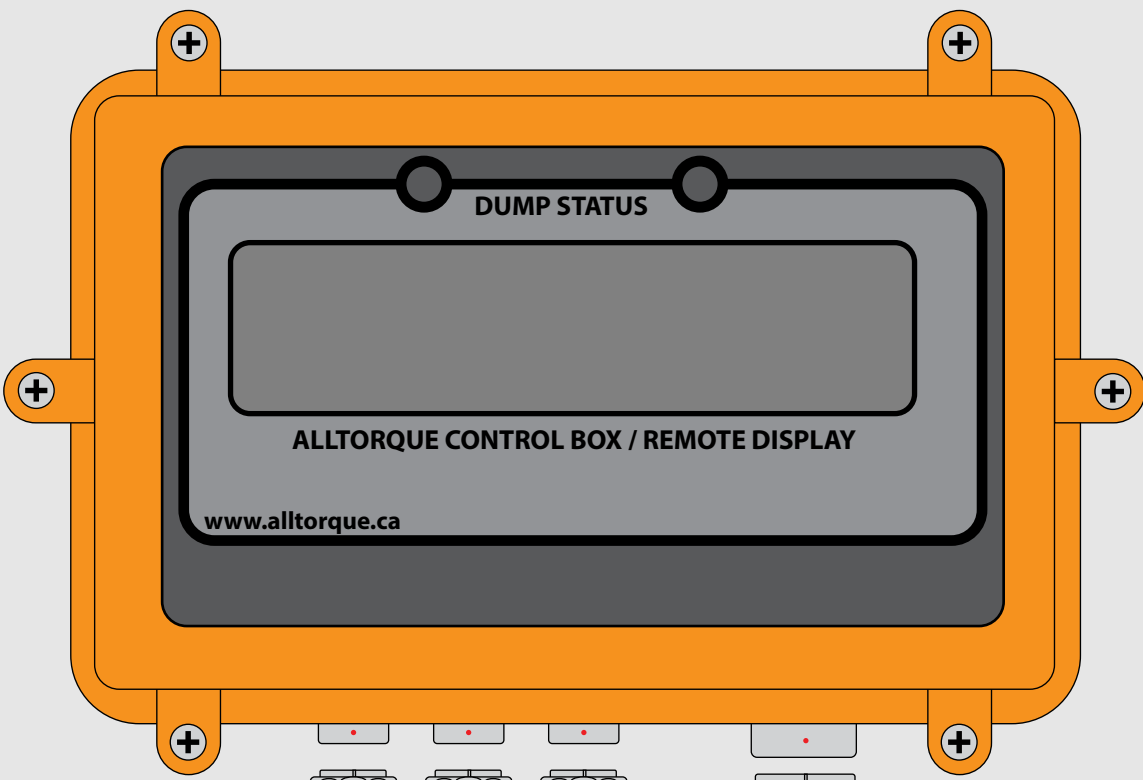
Unplug
Power Supply

2

Isolate

3

Swap



Dump Valve
Red: 2 Pins



Load Cell
Blue: 5 Pins



Turns Encoder
Green 4 Pins



Control Cable
Orange 12 Pins

1

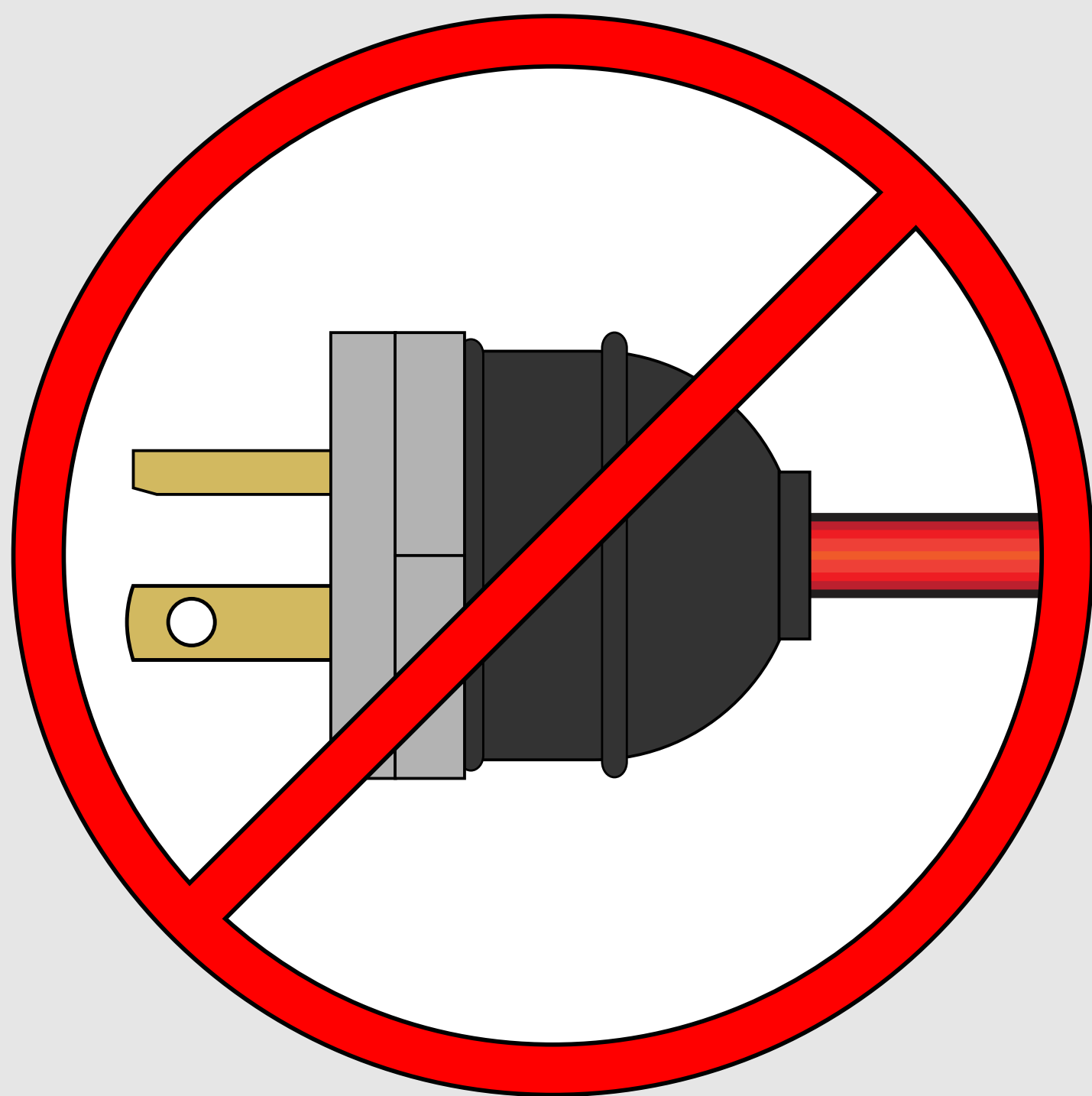
Unplug Power Supply

2

Isolate Controls

3

Swap Controls



Does your Torque Computer have a full charge?

Running a job from a battery at low charge can cause problems.

Disconnect Computer from power. DON'T plug in until complete.

Cause:

Power issues can cause incorrect readings.

If the problem disappears while unplugged then the problem is the power source.

Power issues can come and go.

Solution:

A. Find new power.

B. Use a UPS.

C. Run off battery during make-up and charge when not running a connection.

Continue trouble shooting if problem persists...

1

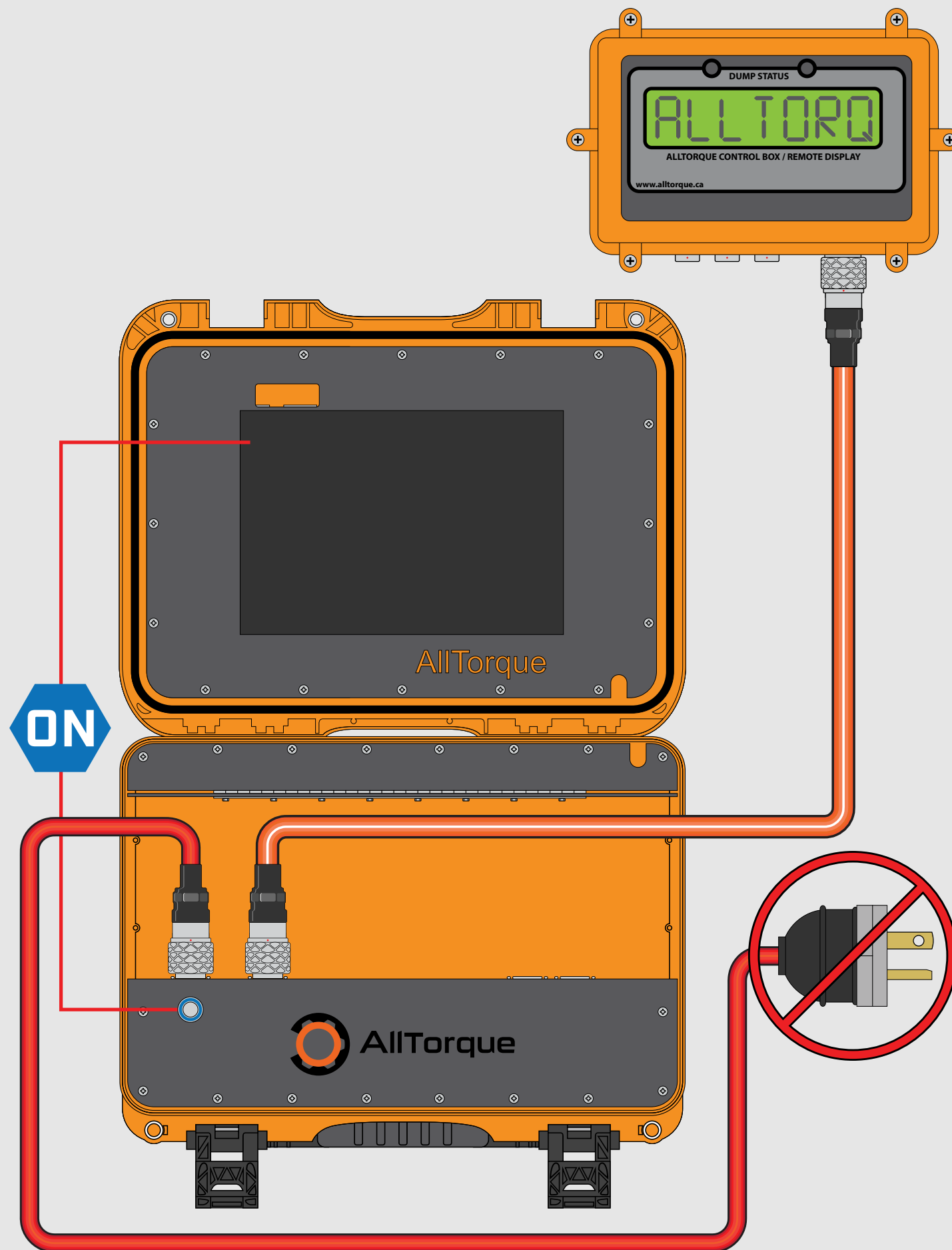
Unplug
Power Supply

2

Isolate
Controls

3

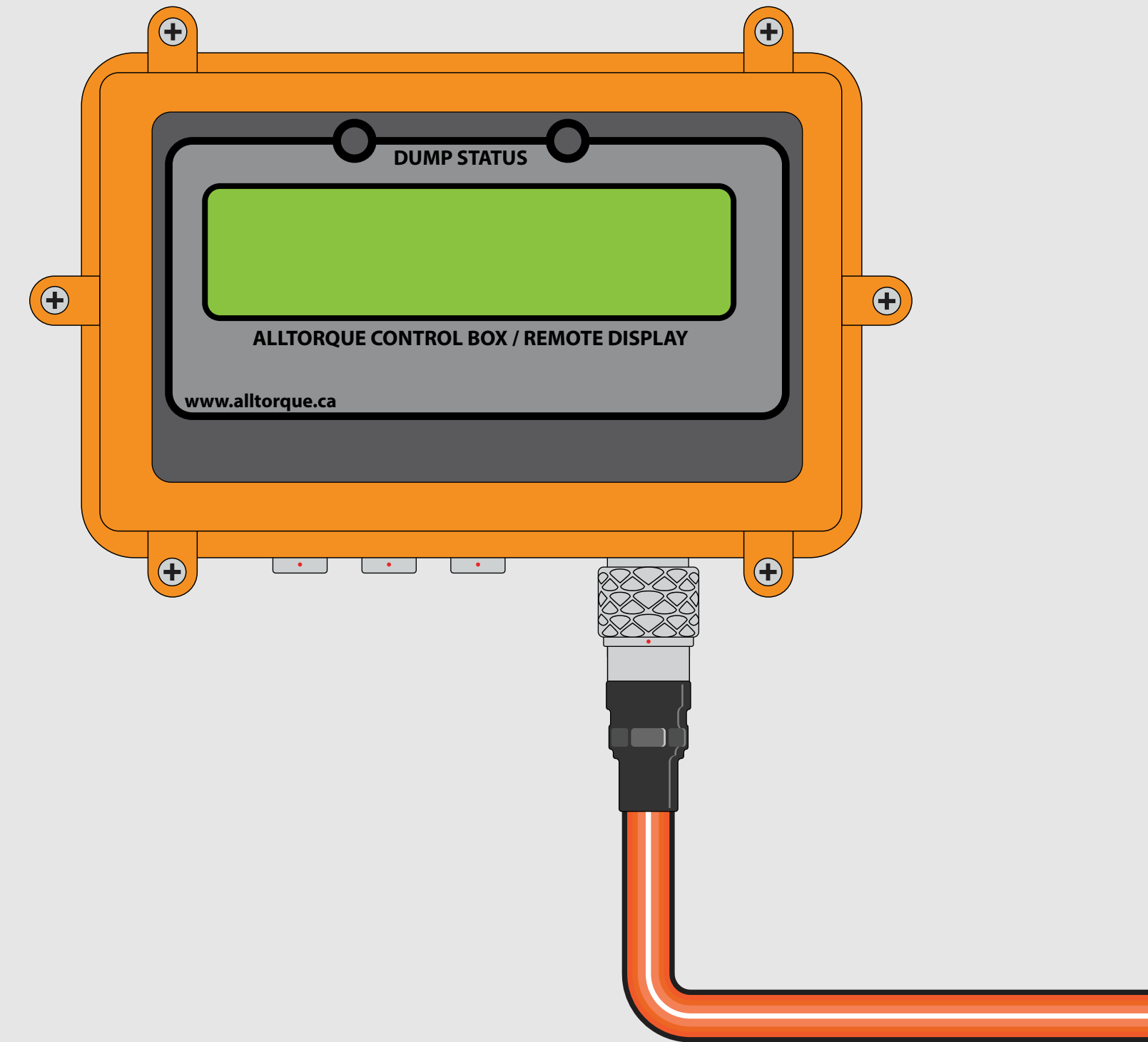
Swap
Controls



Connect only the CT cable to the Control Box.

Turn on power and the software “on” button. If the Control Box turns green, displaying a torque reading, that means the computer, control box and cable are working.

If not working proceed to Swap Controls.



1

Unplug
Power Supply

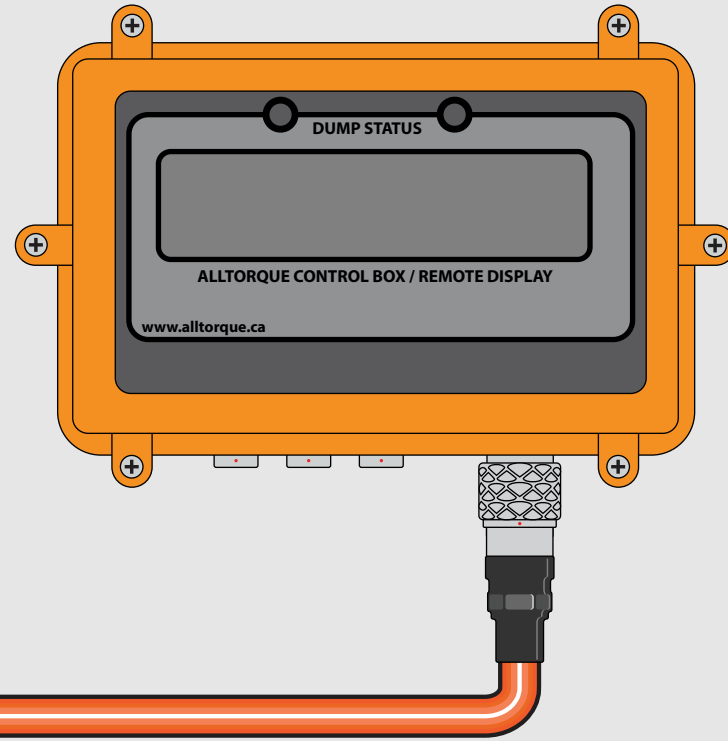
2

Isolate
Controls

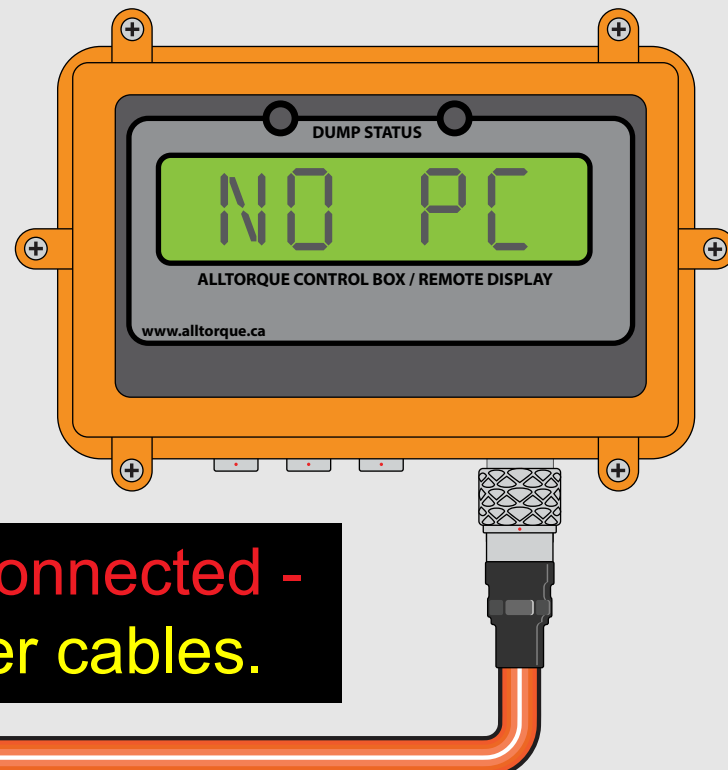
3

Swap
Controls

If Control Box has no power:



or still says "NO PC"



Hardware NOT Connected -
Check the power cables.

Check in this order:

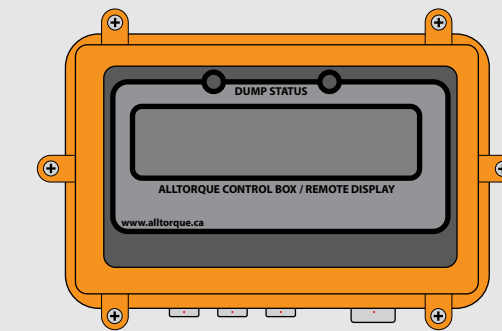
A. Check Connectors

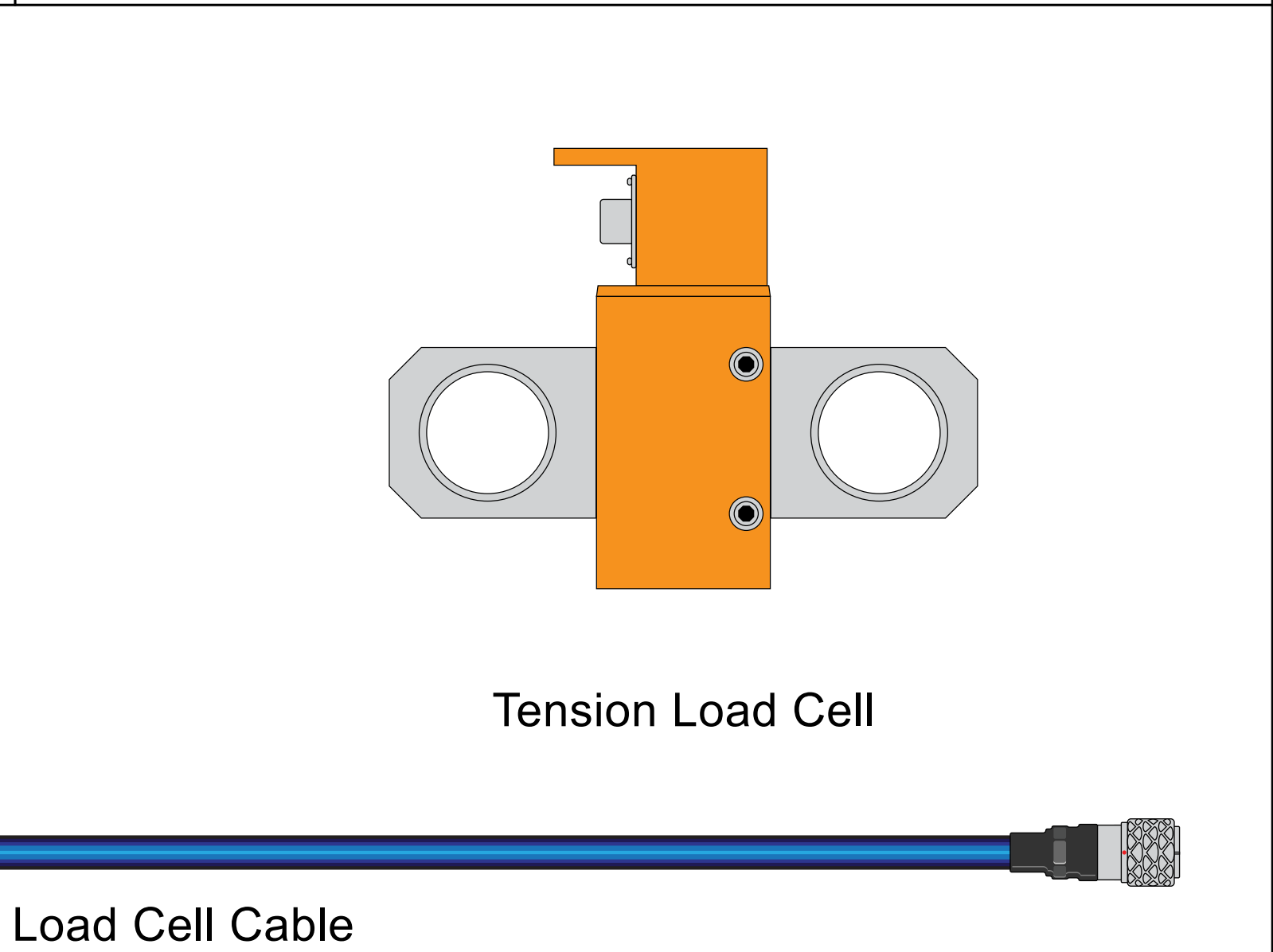
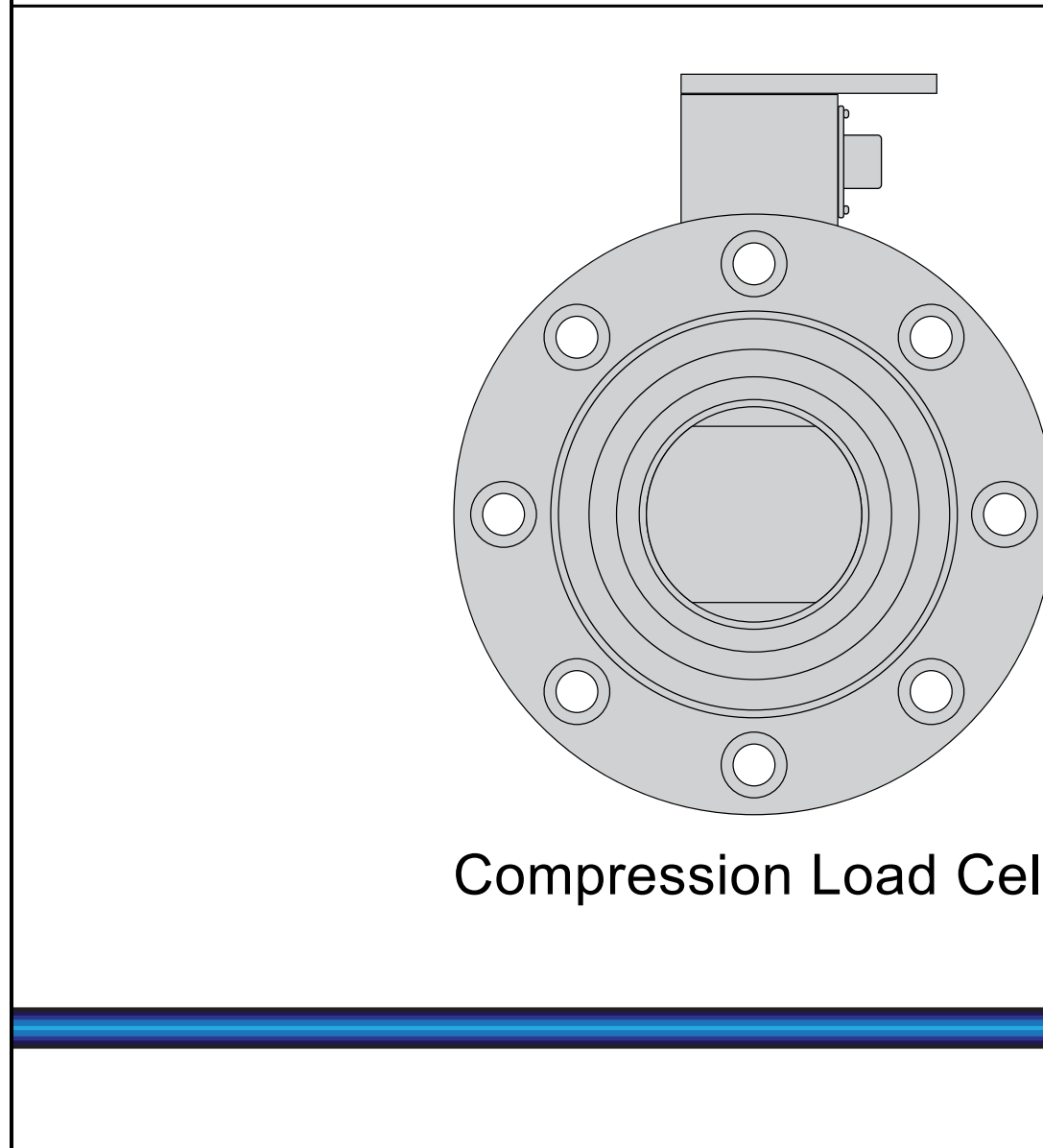
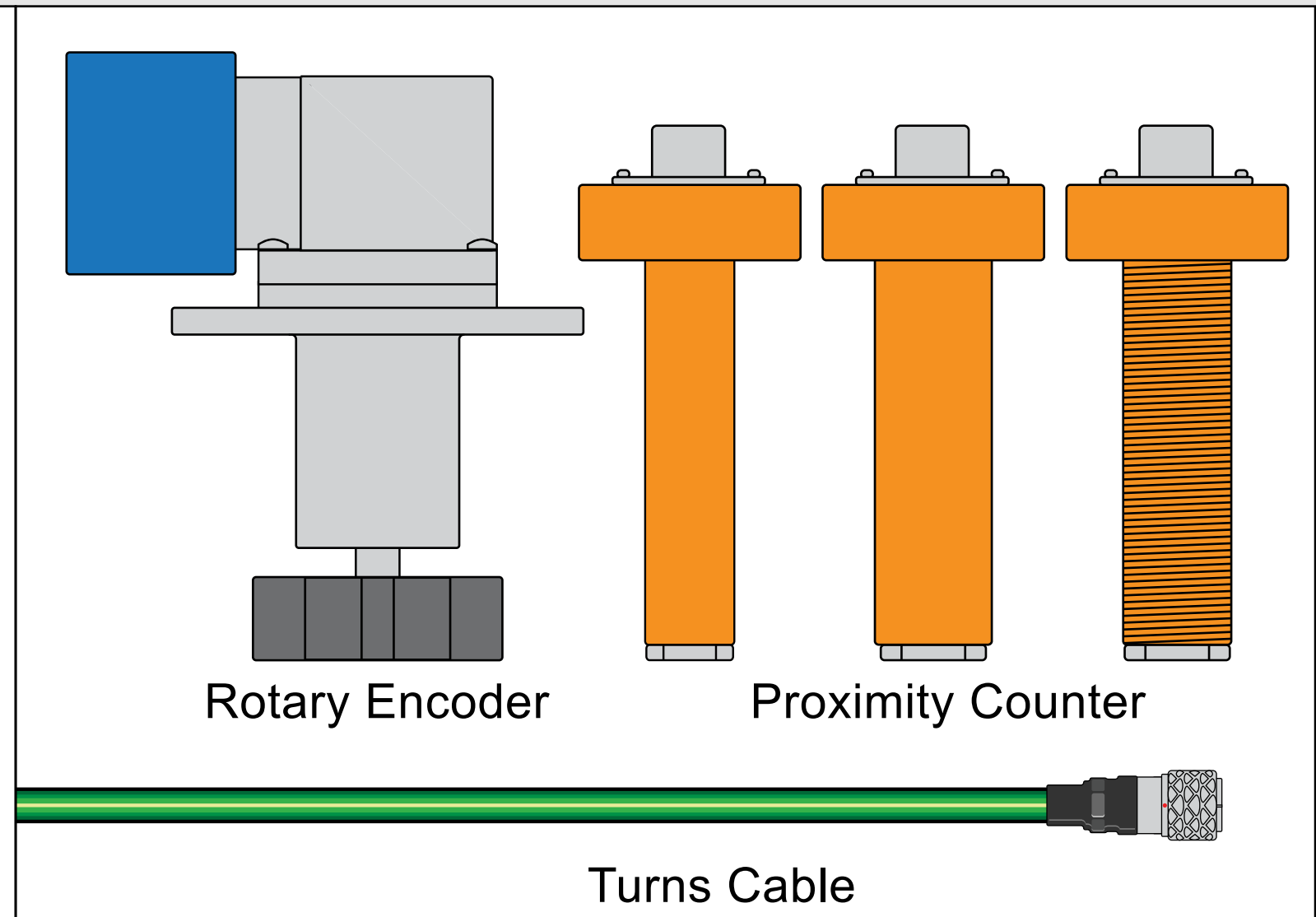
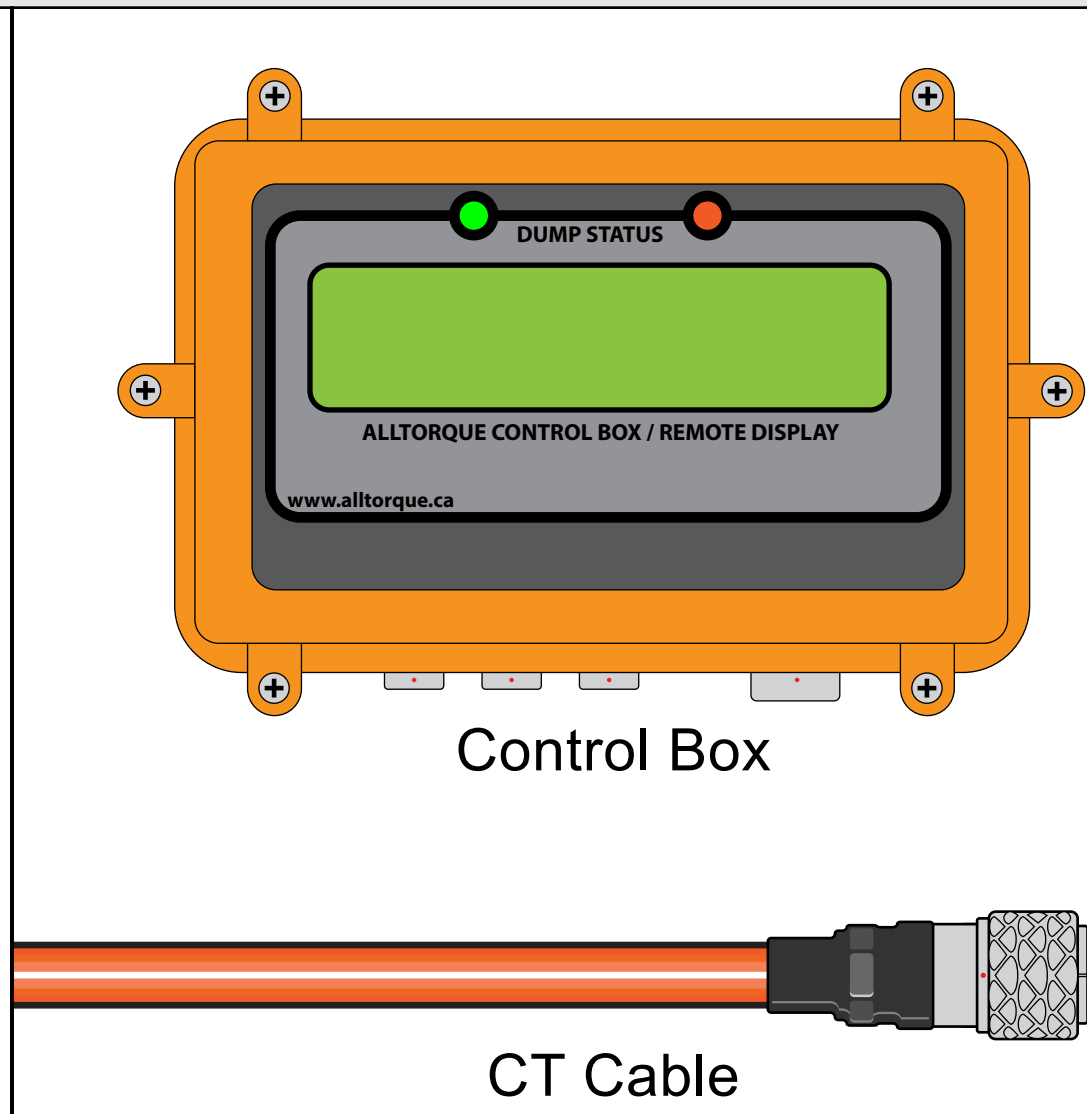
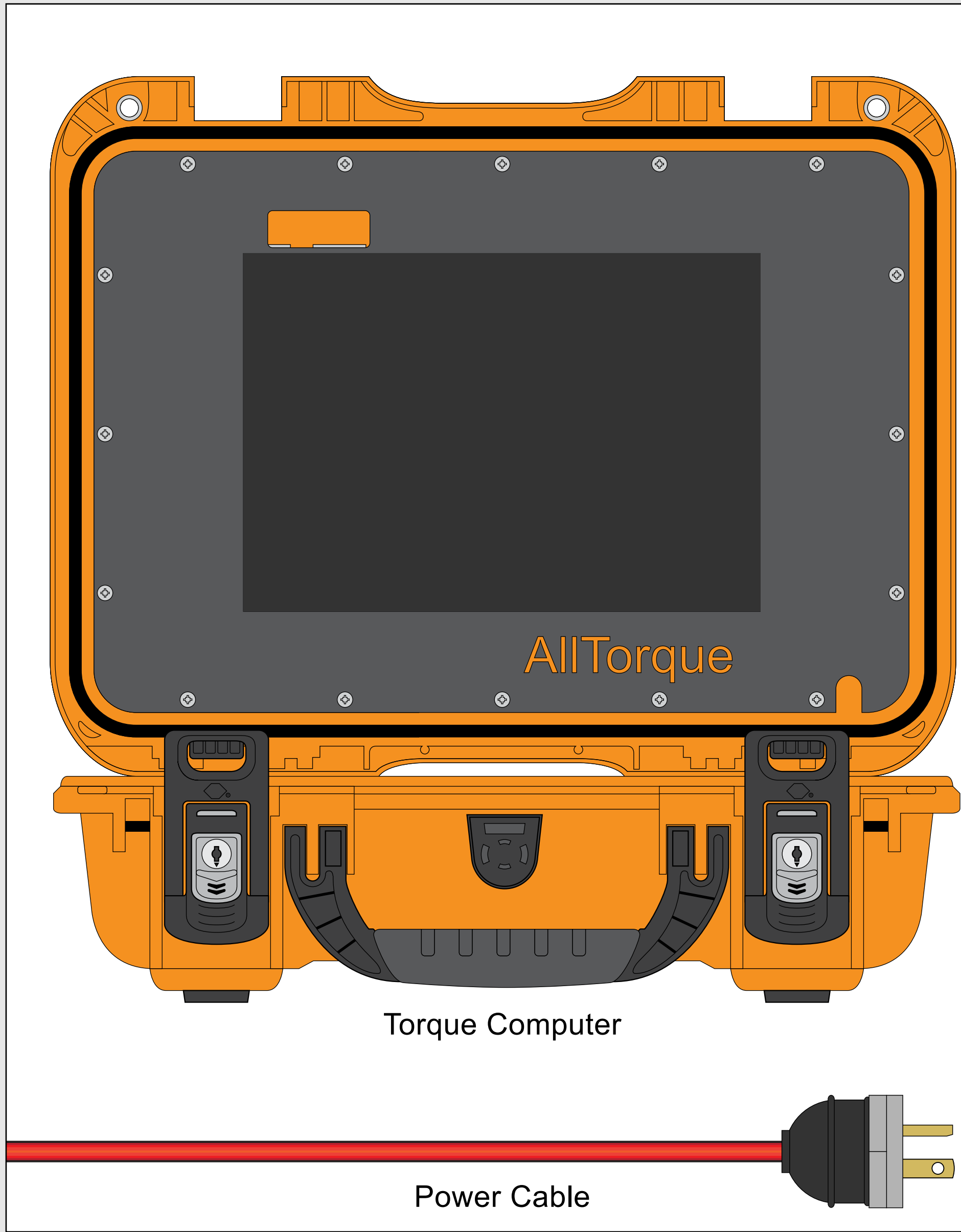
B. Swap CT Cable

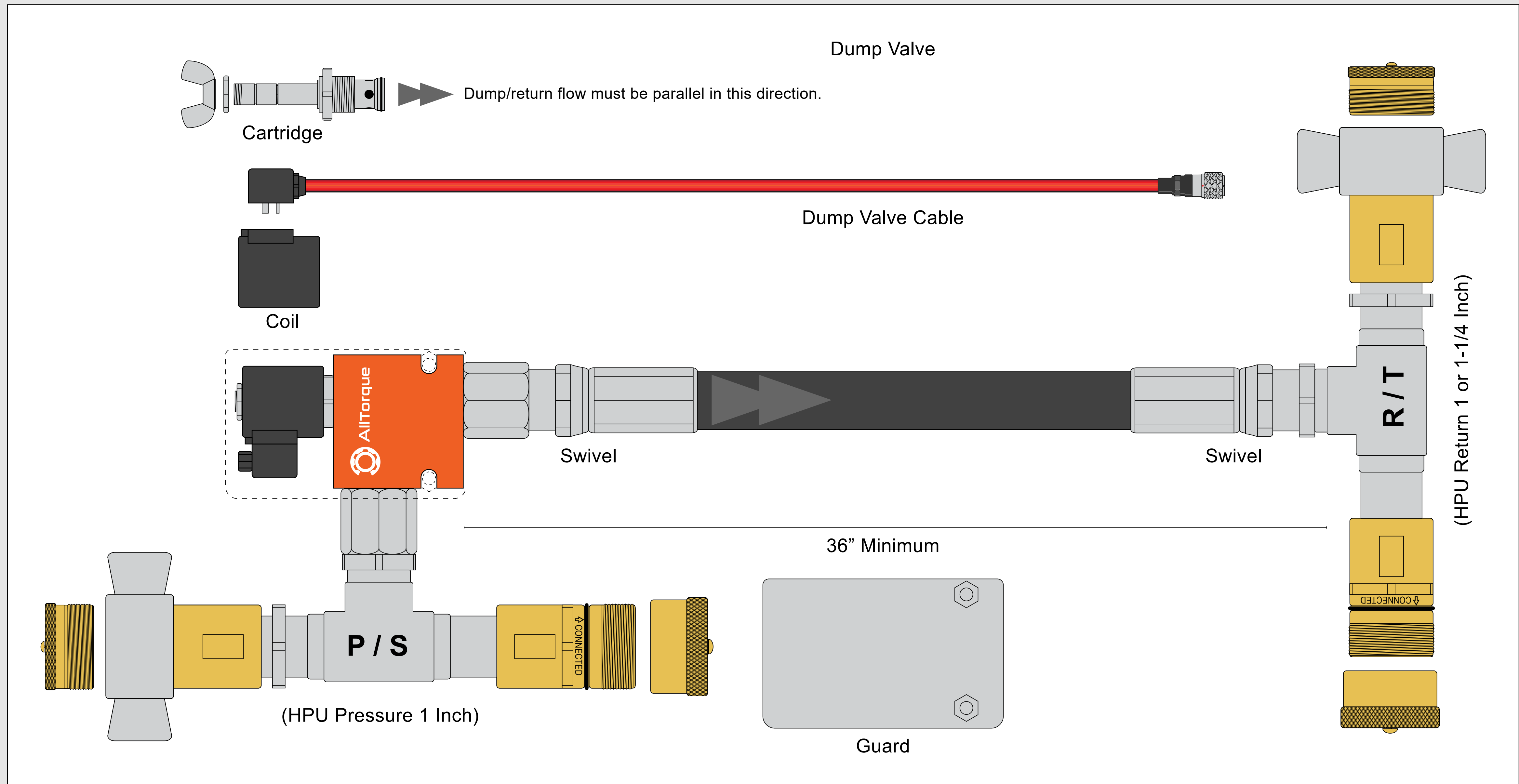
C. Swap Control Box.

D. Swap Computer

If problem persists continue isolating
components.

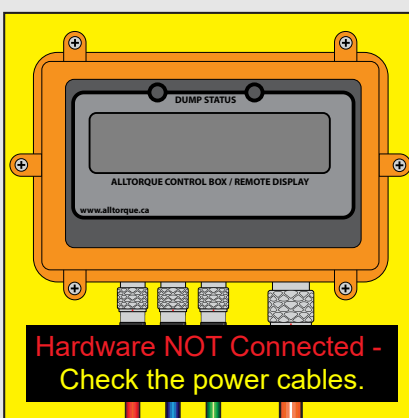






GEN2 V1.1

1.



Problem

Control Box Screen Won't Light or
"NO PC or Hardware not Connected..."

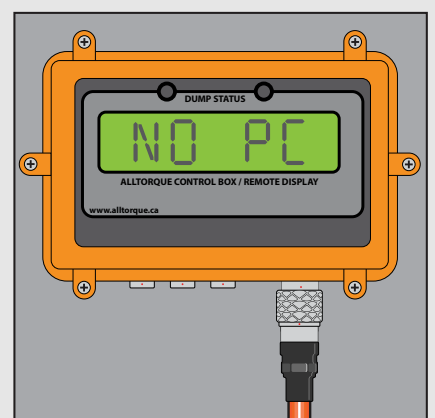
Check

1. Orange cable plugged into the correct plug on the Torque Computer?
2. Power Button is on and the software button is "On"?

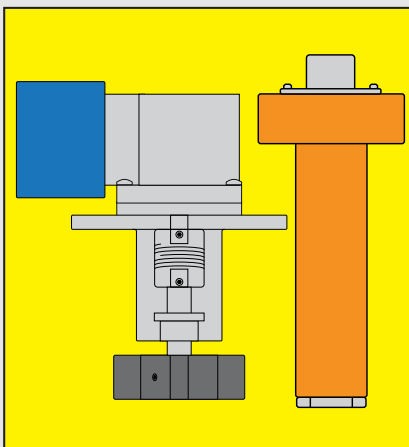
123 Steps

- Step 1. Disconnect Power
- Step 2. Isolate: connect only the Torque Computer, Control Box and Orange Cable
- Step 3. Swap Cable, Control Box, Torque Computer

Once inside a job you should see a negative torque value on the control box when no hardware is connected. Proceed to test other components.



2.



Problem

Turns Encoder not reading turns correctly.

Check

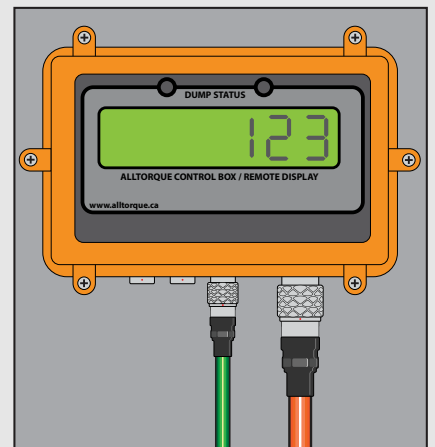
Confirm that there are no loose screws or broken parts on the Rotary Encoder or Proximity sensor. Check that all connectors are clean and that the pins are not damaged or wet. Use grease if needed.

123 Steps

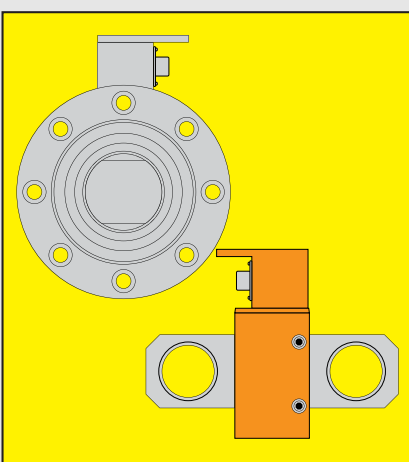
- Step 1. Disconnect Power
- Step 2. Isolate: connect only the Torque Computer, Control Box, Orange Cable, Turns hardware and Green Cable.
- Step 3. Swap Cable, Swap Turns Hardware

If Swap Doesn't fix it:

Turns signal problems can cause load cell errors. Go to step 4.



3.



Problem

Load Cell not reading torque correctly.

Check

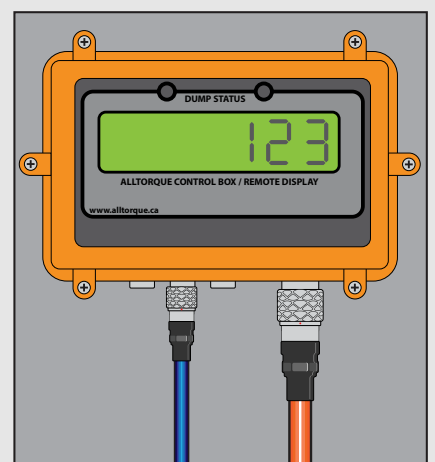
Confirm that there is no physical damage or bent parts on the load cell. Check that all connectors are clean and that the pins are not damaged or wet. Use grease if needed.

123 Steps

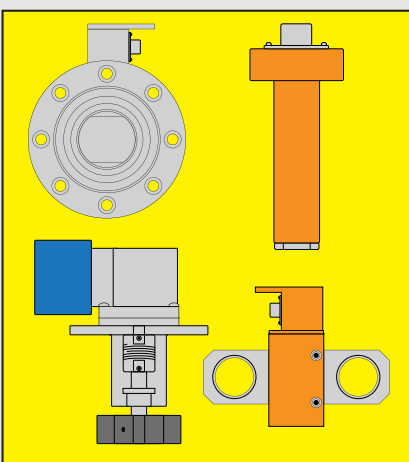
- Step 1. Disconnect Power
- Step 2. Isolate: connect only the Torque Computer, Control Box, Orange Cable, Load Cell and Blue Cable.
- Step 3. Swap Blue Cable, Swap Load Cell

If Swap Doesn't fix it:

Load cell signal problems can be caused by turns signal errors. Go to step 4.



4.



Problem

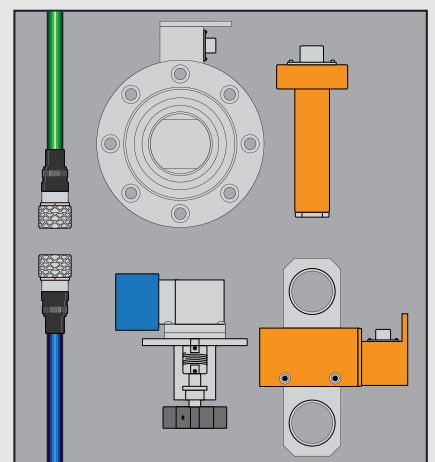
Connecting all parts simultaneously, causes problems.

Compound Problem Swap

- Compound problems take longer to solve. To save time:
1. Replace Both the Green and Blue Cables.
 2. Replace both the load cell and the turns encoder/counter.

5.

Call Tech Support: 1-888-506-8677



1

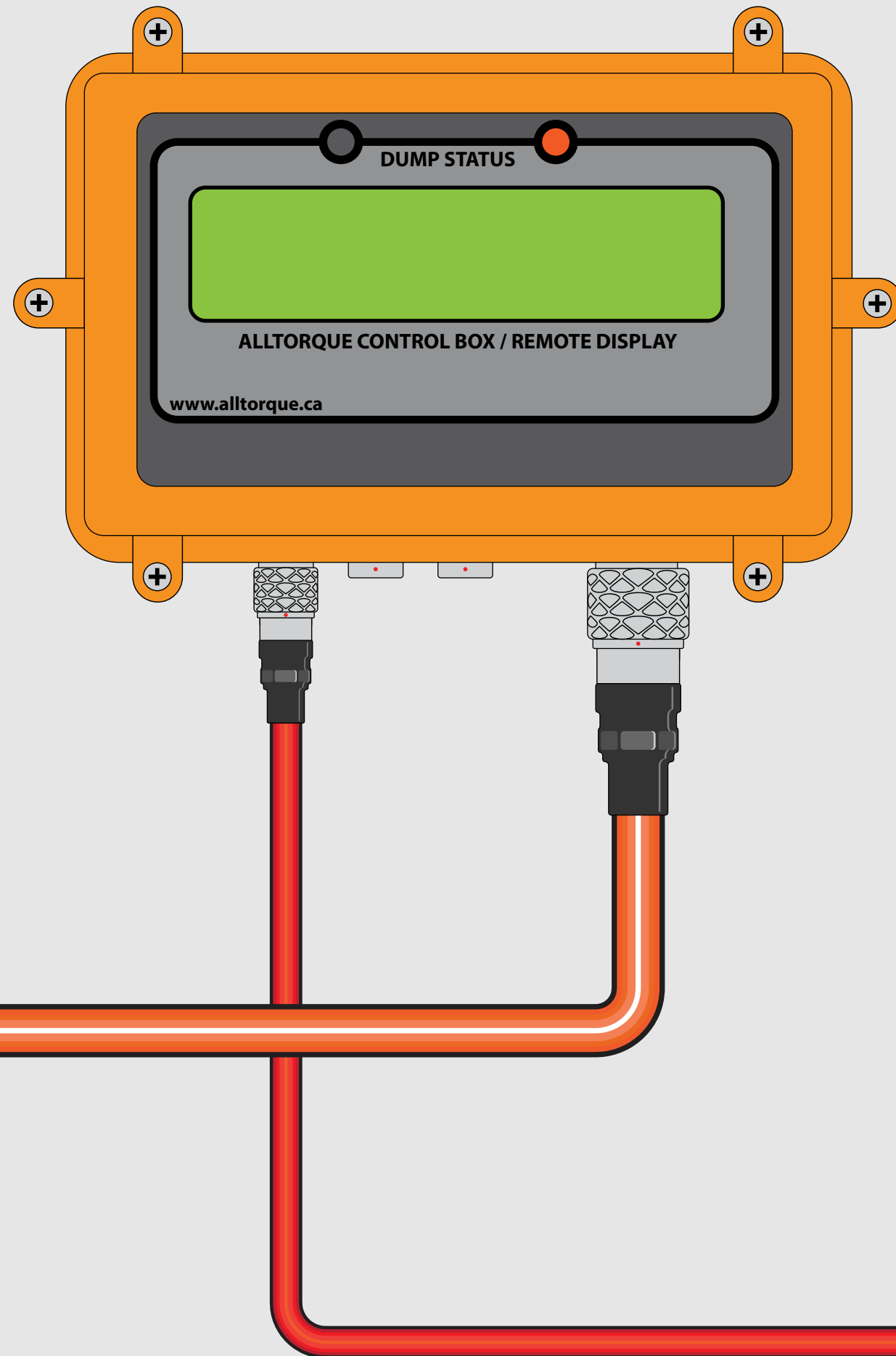
Unplug
Power Supply

2

Isolate
Dump Valve

3

Swap
Dump Valve



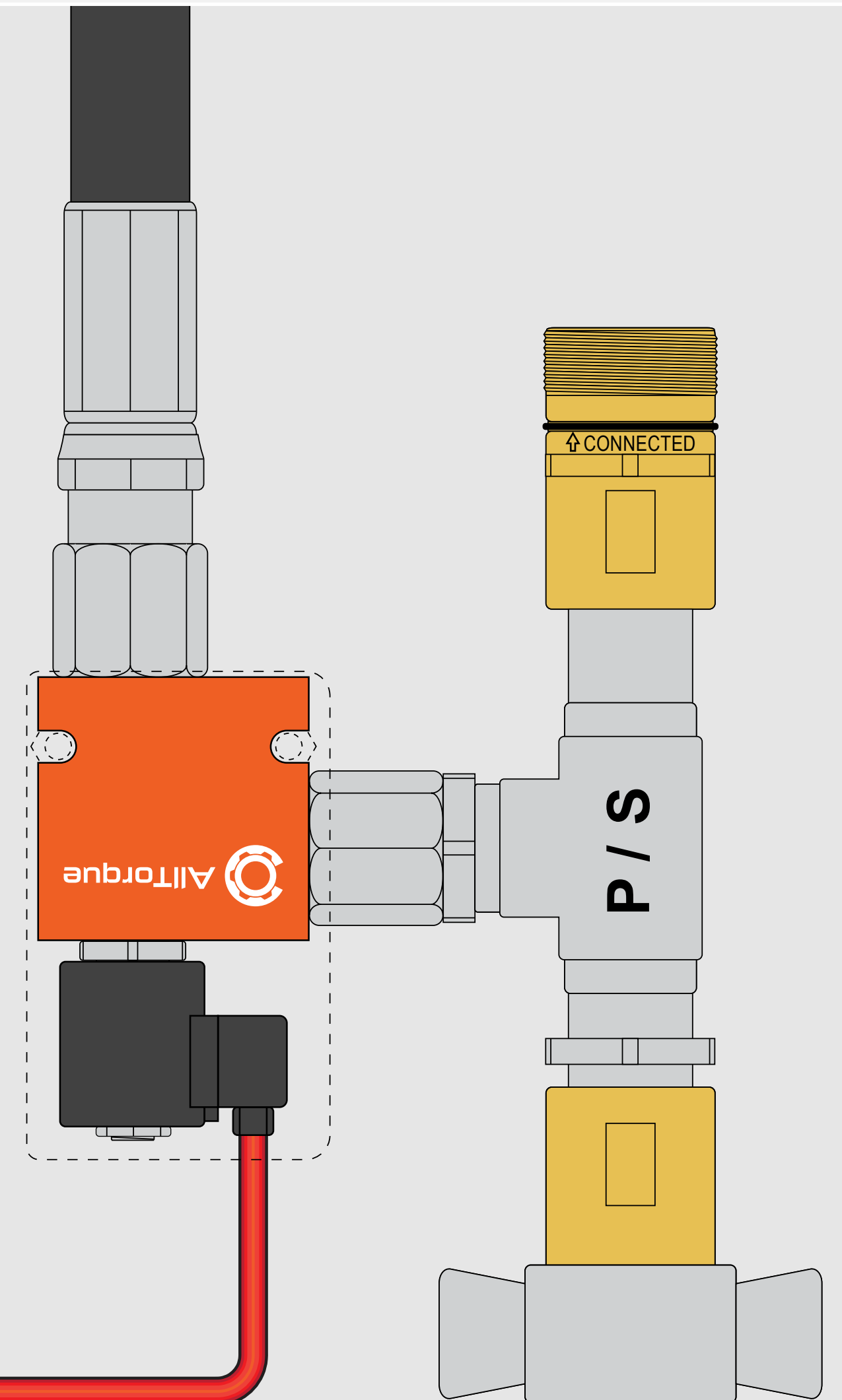
Confirm pressure and return lines are connected correctly. Do a spin test with dump valve open and closed.

Connect Dump Valve and CT Cable.

Function test the dump valve:

Red light means the dump valve is on.

If problem persists continue to swap Dump Valve.



1

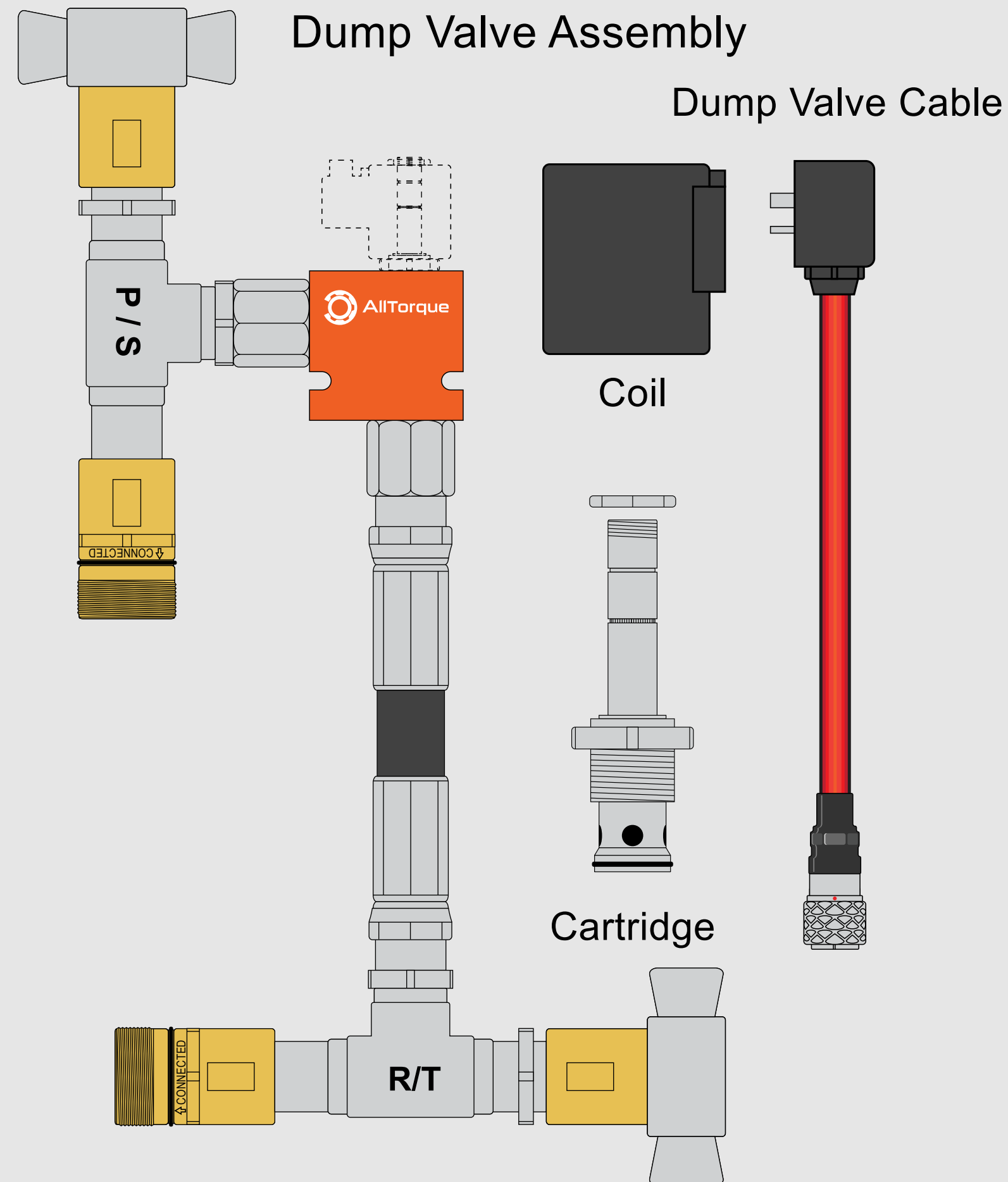
Unplug
Power Supply

2

Isolate
Dump Valve

3

Swap
Dump Valve



Swap Dump Valve parts in this order:

B. Dump Valve Cable and Coil

C. Cartridge or entire Dump Valve assembly

If problem persists continue isolating components.

1

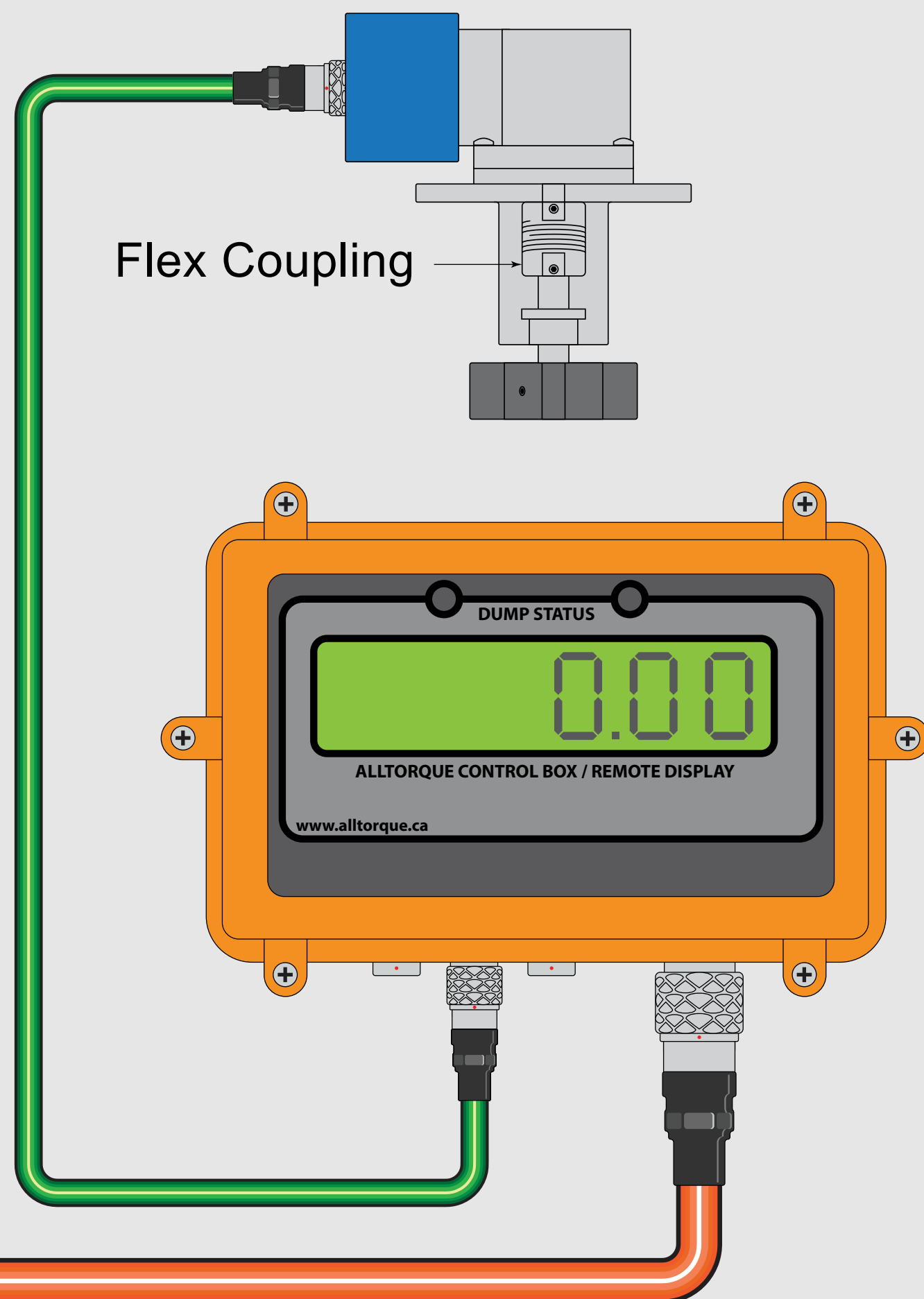
Unplug
Power Supply

2

Isolate
Turns

3

Swap
Turns



Connect only the Turns Counter and CT Cable.

Check the turns encoder and flex coupling.

Confirm the turns encoder or proximity counter is positioned correctly.

If problem persists continue isolating other components.

If not proceed to Swap Turns.

1

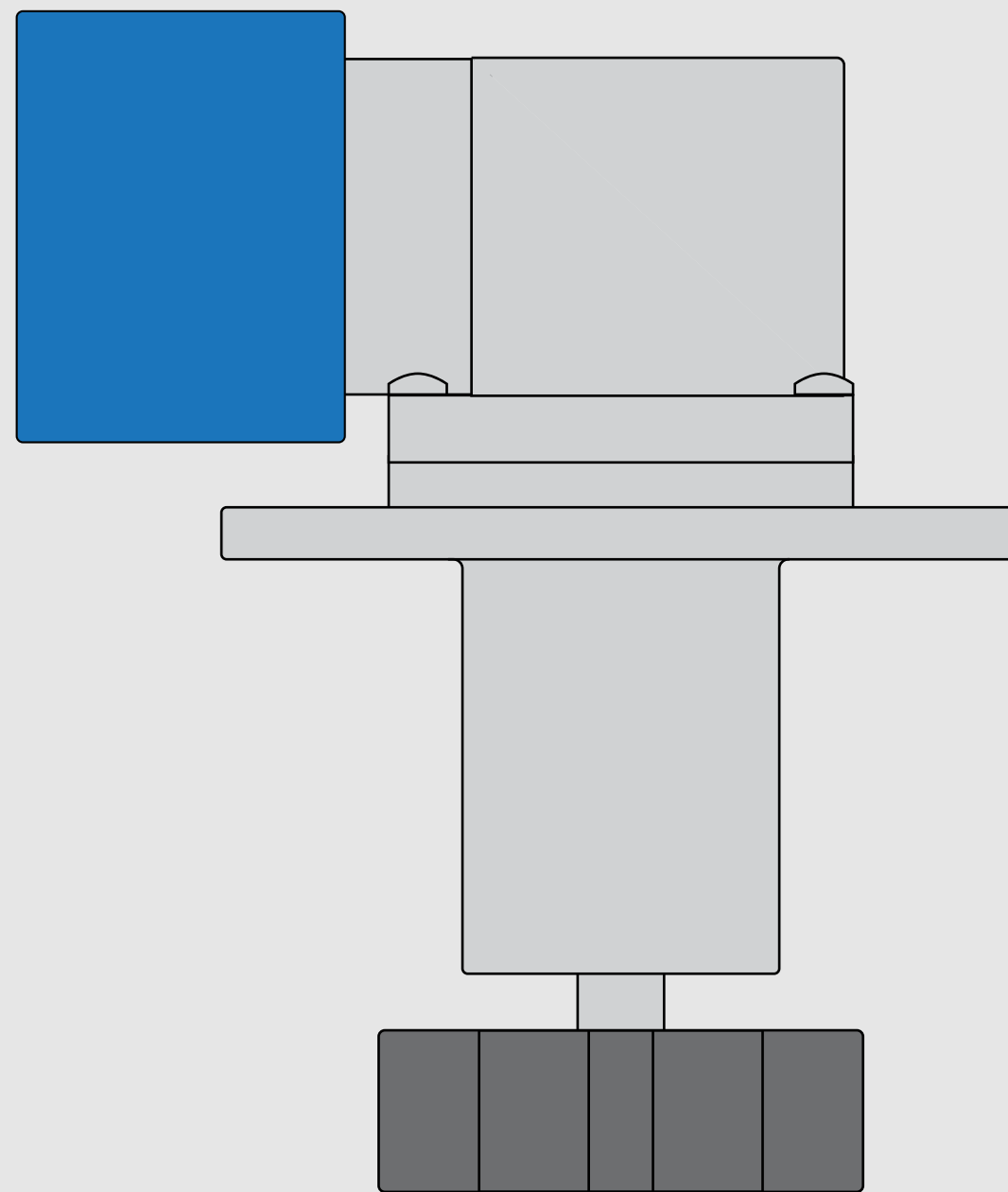
Unplug
Power Supply

2

Isolate
Turns

3

Swap
Turns

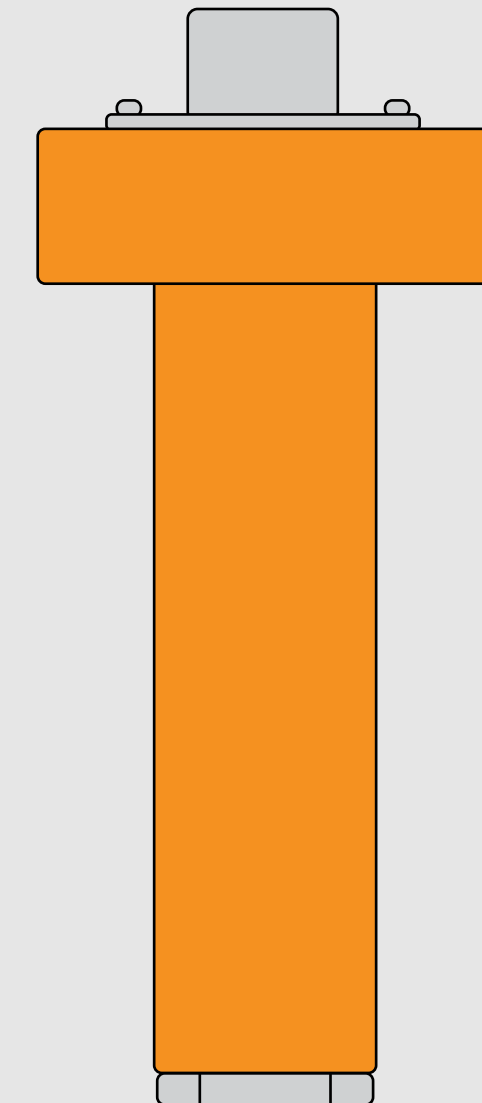


Swap Turns parts in this order:

A. Green Cable

B. Turns Encoder or Proximity Counter

If problem persists continue to load cell trouble shooting.



1

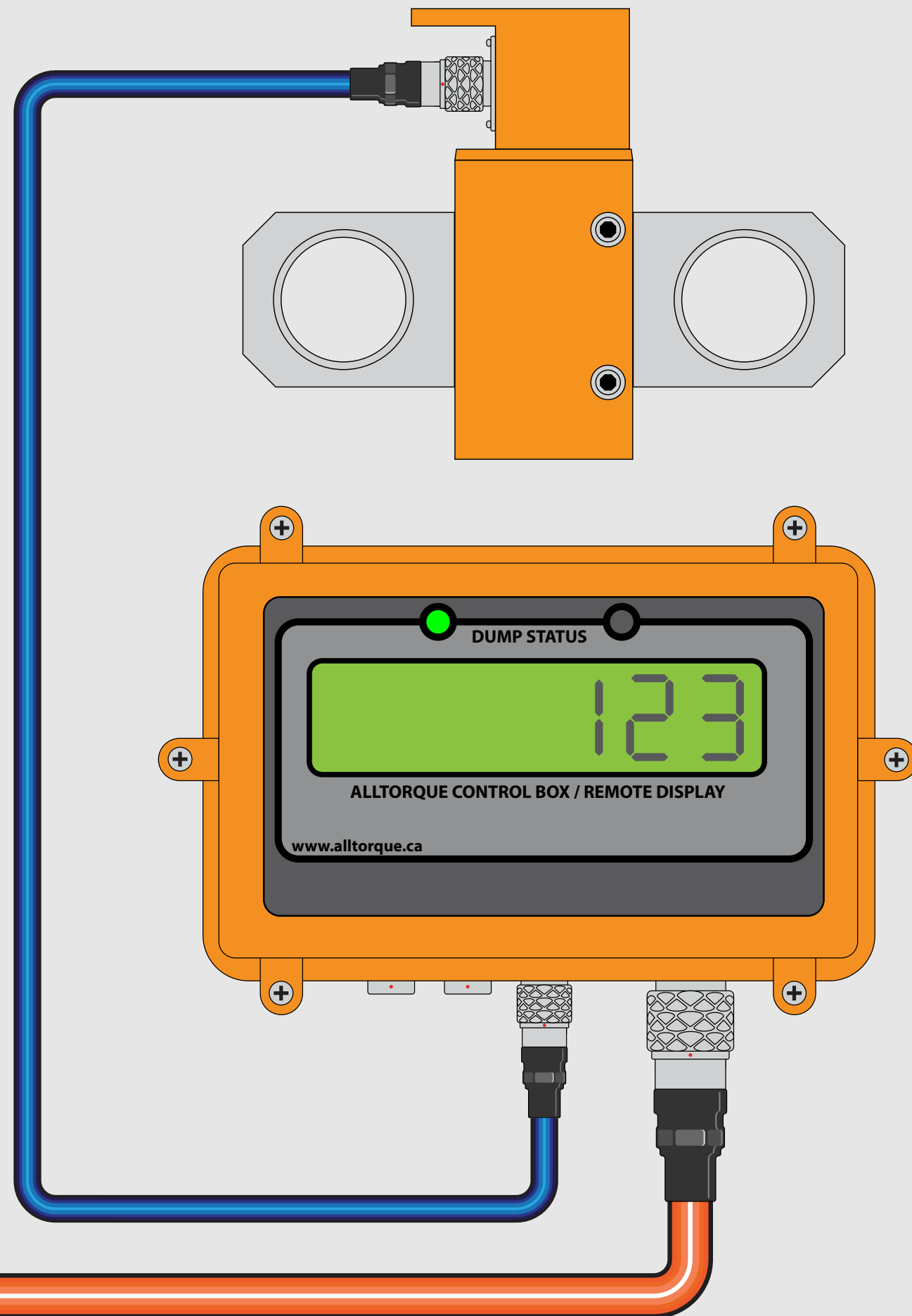
Unplug
Power Supply

2

Isolate
Load Cell

3

Swap
Load Cell



Connect the Load Cell and CT cable.

Press “Zero the Load Cell” button and press the on screen blue “On” button.

Load Cell torque may fluctuate slightly.

If the load cell will not maintain a consistent load, proceed to Swap Load Cell Parts.

1

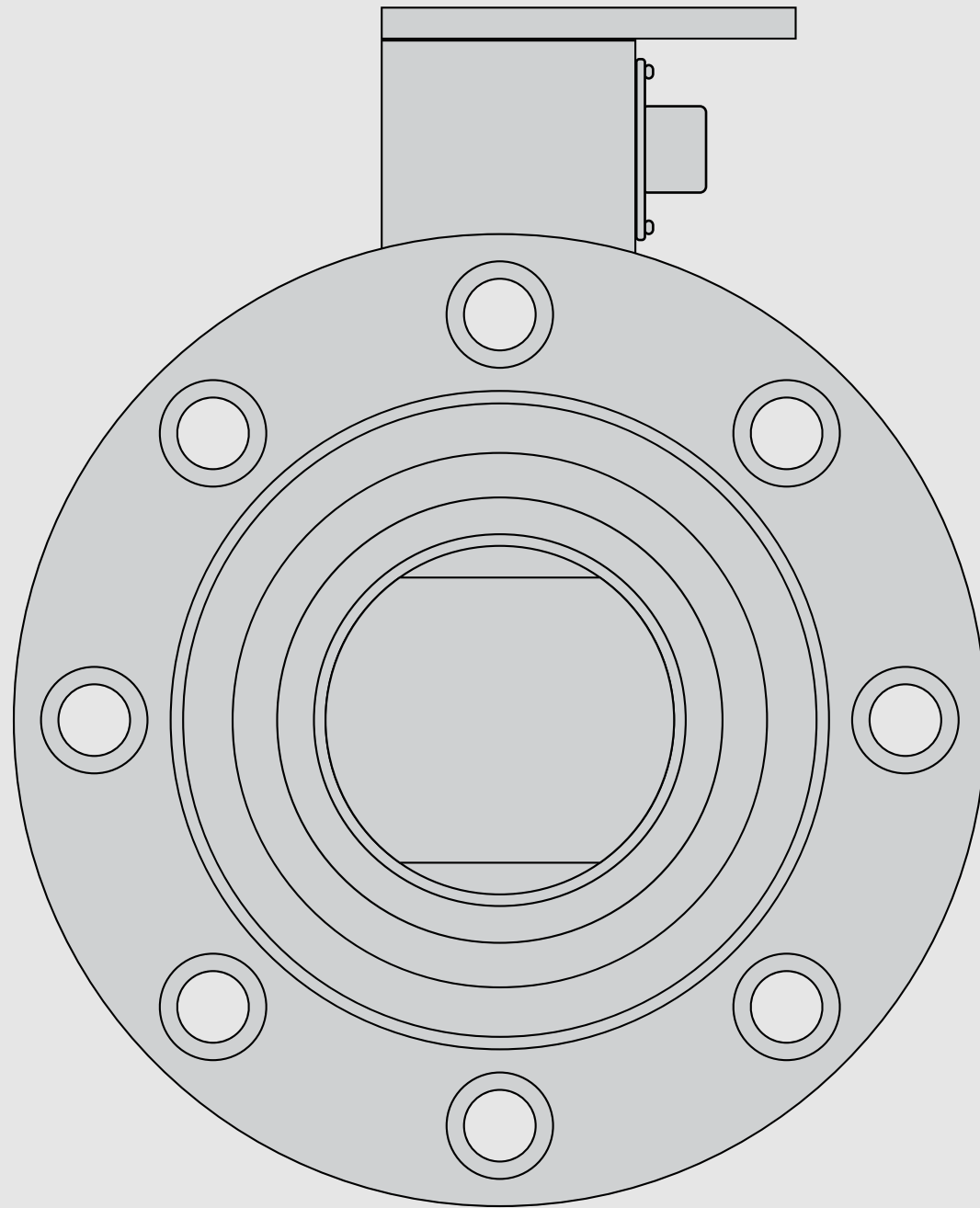
Unplug
Power Supply

2

Isolate
Load Cell

3

Swap
Load Cell



**Swap Load Cell Parts in
this order:**

A. Load Cell Cable

B. Load Cell

