Product Advisory Introduction

Product Family:	ZIPLink Servo cable for CN1 connector	*Number*:	PA-ZL-008
Part Numbers:	See Products Affected below	*Date Issued:*	11/01/17
Subject:	Loose connection on Servo cable when attached to break out board	*Revision:*	2nd Ed.

In November 2016 AutomationDirect redesigned the 50-pin ZipLink breakout board and cables. We now use screws to secure the cable and breakout board instead of spring clamps.

If INSTALLING the cables/breakout boards on a newer servo system (manufactured November 2016 or later):

You will need to install standoff nuts (included with the 50-pin cables) on the SVA servo drive (Step 3 on page 3 of this document). **You can disregard the rest of this Product Advisory.**

If REPLACING a 50-pin cable or breakout board on an older servo system (manufactured prior to November 2016):

See the instructions on the next two pages to install standoff nuts or wire ties to secure the cable to the breakout board and/or servo drive.

Tech Support 770-844-4200

Product Advisory

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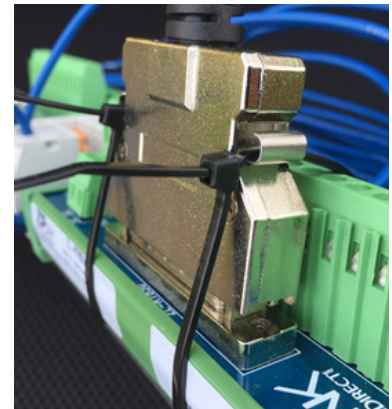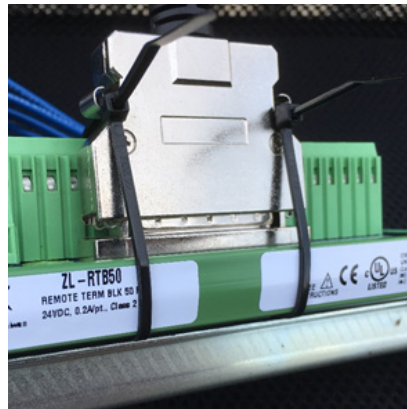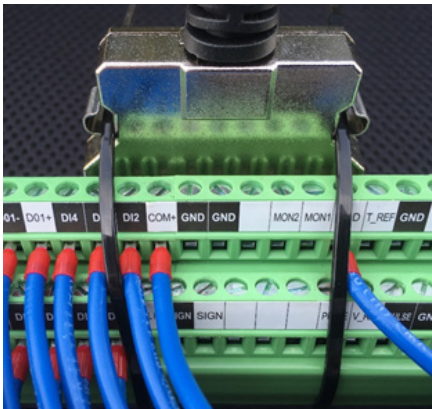|	
Products Affected	**ZL-SVC-CBL50, ZL-SVC-CBL50-1, ZL-SVC-CBL50-2, ZL-CBL50-1P, ZL-CBL50-2P, ZL-RTB50, SVA-2040, SVA-2100, SVA-2300**
Description of Problem	AutomationDirect has discovered a connection issue that occurs with some of the ZL-SVC-CBL50 series cables when connected to the ZL-RTB50 feedthrough module.
	We found on some of the cables that the mating connection of the two parts can loosen over time, or from vibration. In some rare instances the loss of signal connection can be seen immediately.
	If the cable is fully seated to the module no signal loss is generated.
	Affected cables are ZL-CBL50-1P, ZL-CBL50-2P, ZL-SVC-CBL50, ZL-SVC-CBL50-1, and ZL-CBL50-2P with silver metal housings.
	Older cables with a beige plastic housing are not affected.
Solution for Problem	**Interim Solution (Field Install):**
	If the manufacturer's solution below is something you do not feel is feasible for you to implement, we recommend that you secure the cable to the feedthrough module using two zip ties. See the examples below. If your cable already has attaching spring clamp connection then you must perform the Manufacturer's Solution below.
	AutomationDirect zip tie part number BM-N2025 is recommended if you do not have a suitable zip tie.

Manufacturer's Solution (All New Product):

Starting with units manufactured after **November 2016**, the manufacturer has re-designed the module and the cables to include a screw down connection for the connector housing. This allows you to make a secure connection and eliminates this problem.

If you would like to install the new cable solution on your existing system, the ZL-RTB50 and the Servo Drive CN1 connector will have to be fitted with standoff nuts in the field before the new cable can be used.

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Manufacturer's Solution (All New Product) - continued:

If this converson is something you are capable and willing to do, please contact our Returns Department for a free replacement cable.
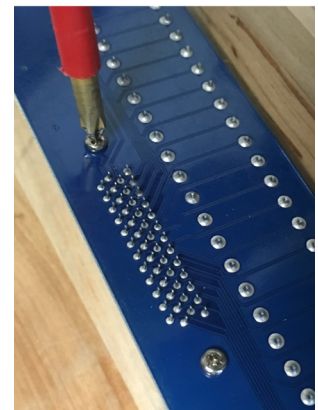
> AutomationDirect Returns Department:
>
> Phone: 800-633-0405 or 770-889-2858
>
> e-mail ragroup@automationdirect.com

When you receive your new cable it will also include four standoff nuts which must be installed on the ZL-RTB50 module and Servo Drive CN1 connector. Follow these instructions:
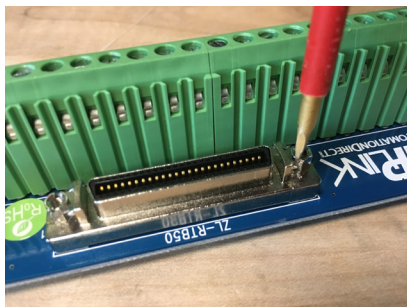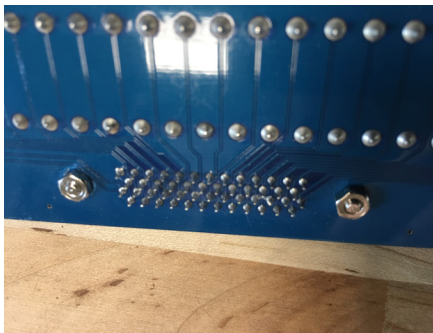
Step 1:

Disassemble the housing as shown to access the two screws on the back of the printed circuit board and remove the screws.

Step 2:

You can now install the two supplied standoff screws. Be sure to install the nuts on the backside of the printed circuit board so the connector assembly is secured to the circuit board. The use of a thread locker adhesive can be used to reduce the chance of loosening.

Step 3:

Install the other two supplied standoff screws on the Servo Drive CN1 connector. The nuts do not need to be secured to the back of this connector, though a thread locker adhesive can be used reduce the chance of loosening. You can now make make a secure connection.

Technical Assistance

If you have any questions regarding this Product Advisory, please contact us at 770-844-4200 for further assistance.