

ALLEN-BRADLEY® Remote I/O Interface

for IQ plus® 310A and IQ plus® 800/810 Indicators

Service and Support



Every Remote I/O Interface is tested at the factory to ensure that the product is fully functional. A copy of the test document is included with every unit shipped.

Because proper function of the Remote I/O Interface depends on programs written by third-party programmers and systems integrators, troubleshooting for the unit must include verification of the PLC application.

Before You Call RLWS Service...

Use the diagnostic procedure shown on the back of this flyer. The LEDs on the Remote I/O Interface can be used to isolate hardware and configuration problems by telling you whether the problem is with the connection to the Allen-Bradley network, with the indicator connection, or with the Remote I/O Interface itself.

If the LEDs all look good but your PLC program doesn't perform as expected, try running the verification program included in the *Remote I/O Interface Installation and Programming Manual*. (You'll need to edit the program to fit your installation.) If our program works but yours doesn't, call Rice Lake Weighing Systems Service at (715) 234-2003 and ask for "software support" for the Remote I/O Interface. If the Remote I/O Interface is still not functioning after thorough troubleshooting, call RLWS Service and we'll replace the unit immediately.

Please have the following information ready when you call RLWS for software support:

- Complete description of the problem
- Type of PLC® or SLC™ controller used
- Type of programming software used
- Indicator software version number
- Rack address of scanner
- Remote I/O Interface DIP switch settings
- Faxable copy of your PLC program flow

Tel: 715-234-9171

Service Hotline: 715-234-2003

Fax: 715-234-6967



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Industrial Solutions on a Global Scale®



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Troubleshooting Guide

