**TECHNICAL SERVICE BULLETIN**

DC2017-003
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04-MAY-2017

Before performing any service always follow applicable safety precautions. Consult company safety manual or supervisor for questions concerning safety.

# SUBJECT: Torque Offset Fault, E-08, when using QX Series Cordless Torque Multiplier

**Affected Products:** QXX and QXC Cordless Torque Multiplier Tools
**Affected Date Range:** All
**Related Issue #:** QRMS 2017TFM-6247

## Issue Description:

An E-08 torque offset fault refers to a condition when the tool's Motor Control Electronics detect a value greater than approximately 22 Nm on the transducer in the ready state. Testing has determined that this can occur if the trigger is pressed too quickly after a completed cycle. The operator should wait at least 5 seconds between tightenings.

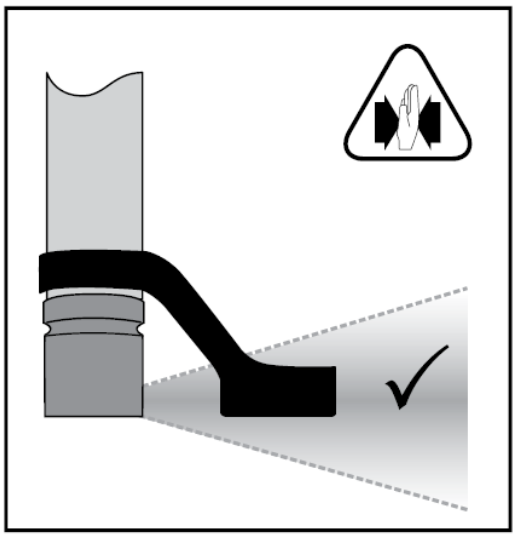
During the tightening process, the tool and gearbox are loaded with torsional forces. At the end of the tightening process the motor stops and the gearbox relaxes. One of the tool's LEDs will illuminate indicating a completed cycle, however, there is still load on the gearbox and transducer. It takes approximately 5 seconds after the motor stops for the gearbox to wind down or 'relax'. If the trigger is pressed again before the gearbox 'relaxes' the tool will display an E-08 fault, indicating a Torque Offset failure. By allowing the tool to complete the tightening process and allowing the gearbox to 'relax', the operator can prevent this Torque Offset failure.

## Actions Required:

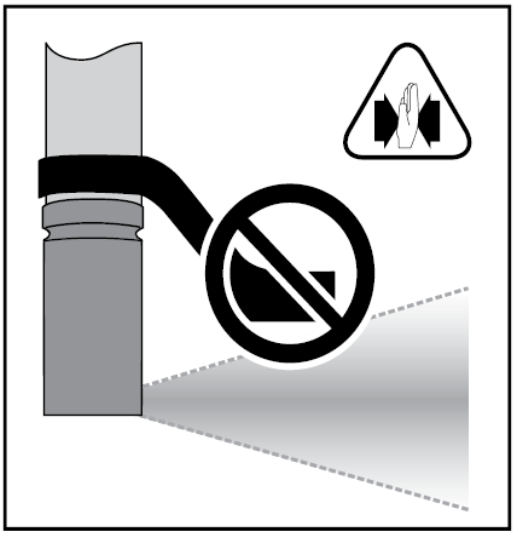
Instruct operators in the correct operation of the QX Series Cordless Torque Multiplier tools. The trigger should not be pressed until at least 5 seconds after the tool completes a cycle.

> ***Note:*** *The ICS programming software can be used to add a Cycle Delay (0.1 to 10 seconds) to the configuration. This will prevent the tool from starting a new cycle too quickly. The tool will not run the next cycle until the Cycle Delay timer has expired. The operator will be alerted with an F-02 fault should the trigger be pulled prior to timer expiration.*

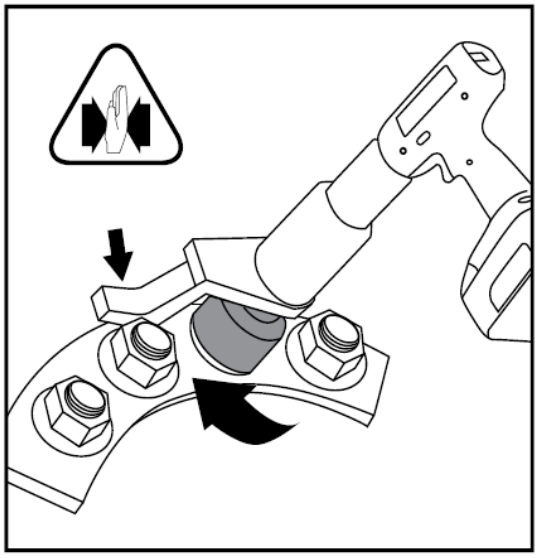
Also, be sure to follow the recommended torque reaction setup outlined in the Manual, VP1-Si-NSP when operating the tool (excerpt below).

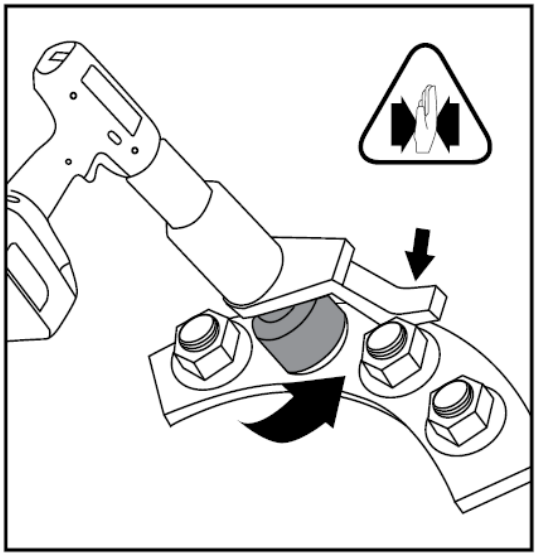


**The standard reaction bar is designed to provide the ideal fixed reaction point when used with a standard length socket.**



**Use of extended sockets may move the reaction bar outside the safe torque re-Action area.**





**When the tool is in operation, the torque reaction bar rotates in the opposite direction of the output drive. The torque reaction bar must rest evenly against a solid object or surface adjacent to the fastener to be tightened. The figure on the left demonstrates CW operation. The figure on the right demonstrates CCW operation.**

**Material Disposition:**
Not applicable

**Warranty Strategy:**
Not a warrantable issue.

**Additional Comments:**
Associated parts are listed below.

| Part Name | Part Number | CCN |
|---|---|---|
| QX MULTIPLIED SAFETY SUPPLEMENT | VP1-Si-NSP | N/A |
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**For Additional Information:**
Technical Support: Contact Ingersoll Rand Technical Support at irtechsupport@irco.com.
Warranty Support: Contact the Warranty Department at TFM_Warranty@irco.com .

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**Document Revision History:**

| Revision | Date | Comments | Responsible |
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