Continuous State of Reset

The Troubleshooting Guide is pertinent to the Mentor II/Quantum III Family

Problem
Drive is in continuous RESET (the display continues to cycle through self test)

Causes

- Check pin 32 (RESET) on TB4 of the MDA2 PCB. A closure to common will cause this. Normally the voltage on pin 32 should not be 0 volts. It should be about 12-28vdc.

- **SW1** must be in the **Negative Logic Position** when used with a Quantum III drive. (Pictured above)

- A stuck key on the membrane keypad will also cause this. **REMOVE POWER.** Loosen the two screws at the top of the Control Board cover. Lower the front cover and unplug the keypad mylar tail from its socket (see red locator)
If this stops the RESET, the problem is a stuck key. If this stops the problem, the drive can be operated normally as the keypad is not necessary for operation. However, data entry or parameter viewing would not be possible.

Contact our Parts Department at 716-774-0093 between to obtain a replacement keypad membrane.

**Membrane P/N**
- **Quantum III** 3573-0024
- **Mentor II** 3617-0002

**How to Replace Membrane Keypad**

- On Quantum III’s the programmable relay PGM2 activated by terminal 12 on the relay board TB1 could be active (but this can be checked by simply removing pin 32 on TB4 of the MDA2 board temporarily).

- A **PLC** can write a value of 255 to Parameter #10.35 via serial communications. A way to exclude this from the equation is to simply disconnect the RS-485 communications from the drive. If the trip stops then you must examine the program of the PLC.

- An MD29 option module can be doing the same thing as in the previous step. This type of fault is typically found during a new start-up. To eliminate this one could power down the unit. Remove the option module and reapply power. If the trip stops then the program of the MD 29 might be in question.
Another cause would be the 34-pin ribbon cable connection to the MDA 1 control board or the units power board. To correct this problem one will need a means of pushing the ribbon cable properly back into place with a wooden paint stir stick or a long screwdriver.

**WARNING**

DO NOT ASSUME POWER IS OFF BECAUSE THE DRIVE DISPLAY APPEARS DEAD OR NO FANS ARE HEARD. THE VOLTAGE APPLIED TO THIS DRIVE CAN BE LETHAL IF TOUCHED!

Questions ?? Ask the Author:

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