MAGPOWR TENSION CONTROL

DLCA NET-IP65

User Manual

EN

MI 850A359 1 A

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1.0 Introduction

1.1 About these operating instructions

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These digital load cell amplifiers must not be installed or used in a machine or system which does not comply with the machinery directive 2006/42/EC.

These digital load cell amplifiers were designed and manufactured to be installed as Partly Completed Machinery into a machine or partly completed machine.

The instructions must be read and used by all persons who have the responsibility of installing and maintaining this digital load cell amplifier.

These instructions must be retained and incorporated in the technical documentation for the machine or partly completed machinery into which the digital load cell amplifier is installed.

CE marking

This digital load cell amplifier is marked with the CE sign according to the EMC directive 2004/108/EC.

Conventions used in this manual

All dimensions and specifications are shown in the format mm [inches] unless specified otherwise.

Language

These are the original instructions, written in English.

1.2 Product overview

The DLCA NET-IP65 is a digital load cell amplifier that provides excitation voltage for load cells, measures the returned force signal, and then converts this signal into a digital value that represents tension. The digital tension value is available in the fieldbus data on Modbus TCP, Ethernet/IP or PROFINET IO. Configuration and calibration are available through the fieldbus interface.

There are two models of the DLCA NET-IP65; one senses tension in one tension zone and the other senses tension in two tension zones. Each one has two sensor inputs. Each sensor input can have up to two load cells attached.

DLCA NET-IP651 is a one tension zone amplifier. The two sensor inputs are from the left and right load cells.

DLCA NET-IP652 is a two tension zone amplifier. Each sensor input reads a separate tension zone.

The returned values of tension have only three significant digits. The tension value can be six digits long but with three forced zeros.

The tension values sent over the communications interface are channel 1 and channel 2. For the IP651, two additional values are sent; they are the sum and difference of channel 1 and 2. For the DLCANET2, the sum and difference are 0. The tension values have 14-bit resolution.

The DLCA NET-IP65 has two alarms that can be configured to sense tension limits on either of the two sensor inputs, or the total tension for the one tension zone amplifier.

Zeroing of tension can be performed with a command through the fieldbus interface for each of the tension zones.

Load cell diagnostics run during power-up and provide information about load cell wiring problems.

The DLCA NET-IP65 has a web server interface to allow configuration and calibration from a web browser.

1.2.1 Additional tools

Two software tools can be downloaded and installed for use with the DLCA NET:

The **DLCA NET Data Logger** software provides an easy way to record tension data on your computer without complicated programming.

The **Terminal Tool** software backs up your DLCA NET settings, which you can then upload after a reset or replacement.

The manuals for these tools are available at *www.maxcessintl.com.*

1.3 Model number

The model number and the serial number are shown on the enclosure. The model number consists of the base model **DLCA NET-IP65** followed by the numeral 1 or 2 to denote number of tension zones the product will read.

Available models

DLCA NET-IP651 One tension zone amplifier
DLCA NET-IP652 Two tension zone amplifier

1.4 Serial number

Serial Number format is MMDDYYNNNL
MM = month
DD = day
YY = last two digits of the year
NNN = a sequence number
L = manufacturing location

2.0 Safety

2.1 Instructions for use

To ensure safe and problem free installation of the digital load cell amplifier, the digital load cell amplifier must be properly transported and stored, professionally installed and placed in operation. Proper operation and maintenance will ensure a long service life of the device. Only persons who are acquainted with the installation, commissioning, operation and maintenance of the system and who possess the necessary qualifications for their activities may work on the digital load cell amplifier.
Note: The safety information may not be comprehensive.

Please note the following:

- The content of these operating instructions
- Any safety instructions on the device
- The machine manufacturer's specifications
- All national, state, and local requirements for installation, accident prevention and environmental protection

2.2 Symbols used

The following safety identification symbols are used in these operating instructions.

	WARNING/CAUTION – General danger or important note Reference to general hazards that may result in bodily injuries or damage to device or material.
	WARNING/CAUTION – Danger due to crushing Reference to danger of injury caused by crushing.
	WARNING/CAUTION – Danger due to cutting Reference to danger of injury caused by cutting.
	WARNING/CAUTION – Danger due to voltage, electric shock Reference to danger of injury caused by electric shock due to voltage.
	WARNING/CAUTION – Danger due to hot surfaces Reference to risk of injury caused by burning.

2.3 Basic safety information

Proper use

The DLCA NET-IP65 load cell amplifier is intended to be used on machines or systems to amplify the signal from MAGPOWR or competitor load cells.

For indoor operation, see environmental specifications on page 43.

Improper use

- Operation outside the technical specifications
- Operation in an Ex-area or intrinsically safe area.
- Outdoor operation.
- Any other use than the proper use shall be deemed inappropriate.

Installation and commissioning

- Any digital load cell amplifier which is damaged must not be installed or put into operation.
- Only perform installation, maintenance or repair tasks on the digital load cell amplifier when the machine into which the DLCA NET-IP65 is installed has been stopped and is secured from being turned on.
- Only perform installation, maintenance or repair tasks on the digital load cell amplifier when there is no electrical power in the system.
- The digital load cell amplifier must be securely mounted before being placed in operation.
- Only replacement parts obtained from Maxcess may be used.
- No modifications may be made to the digital load cell amplifier.
- Do not place electrical cables under mechanical strain.

WARNING – Death or injury can result from static electric shocks.

Moving webs of material can produce large static voltage potentials. Protect against electric shocks by installing a conductive connection between the green wire in the power cable and the PE circuit of the building or machine.

Basic safety information continued

WARNING – Death or injury can result from unexpected movement of the machine into which the DLCA NET-IP65 is installed.

Protect against unexpected movement by removing electrical power from the digital load cell amplifier and the machine into which the digital load cell amplifier is being installed.

CAUTION – Damage to the DLCA NET-IP65 can result from liquids entering the enclosure.
Do not violate the IP65 rating by drilling holes in the enclosure. Always cover any unused connectors with the protective caps that are supplied with your product.

Operation

None, as tasks from the operator are generally not required.

Maintenance and repair

WARNING – Death or injury can result from unexpected movement of the machine into which the DLCA NET-IP65 is installed.

Protect against unexpected movement by removing electrical power from the digital load cell amplifier and the machine into which the digital load cell amplifier is installed.

WARNING – Danger of injury from crushing.

Maintenance and repair tasks on the digital load cell amplifier must be performed only when the machine into which the DLCA NET-IP65 has been installed has been stopped and has been secured from being turned on again.

Decommissioning

The digital load cell amplifier must be disposed of in accordance with all the applicable national, state and local regulations.

3.0 Installation

3.1 Mechanical

Refer to 5.2 for cables used on the DLCA NET-IP65.

1. Mount the DLCA NET-IP65 to a flat surface with 4 bolts and nuts. See Figure 1 for DLCA NET-IP65 dimensions.

3.2 Electrical

1. Connect a 24 VDC ±10% power supply to the power cable leads; red wire is +24V and black wire is common.
2. Connect the PE of the building or machine to the green power cable wire.

   Note: The negative power connection (black wire) is internally connected to the PE connection green wire. This connection is used for EMC compliance.
3. Connect one to four load cells using the load cell cables.
4. Connect the Ethernet ports into a fieldbus network or computer.

   See Figure 2 for connector labeling.

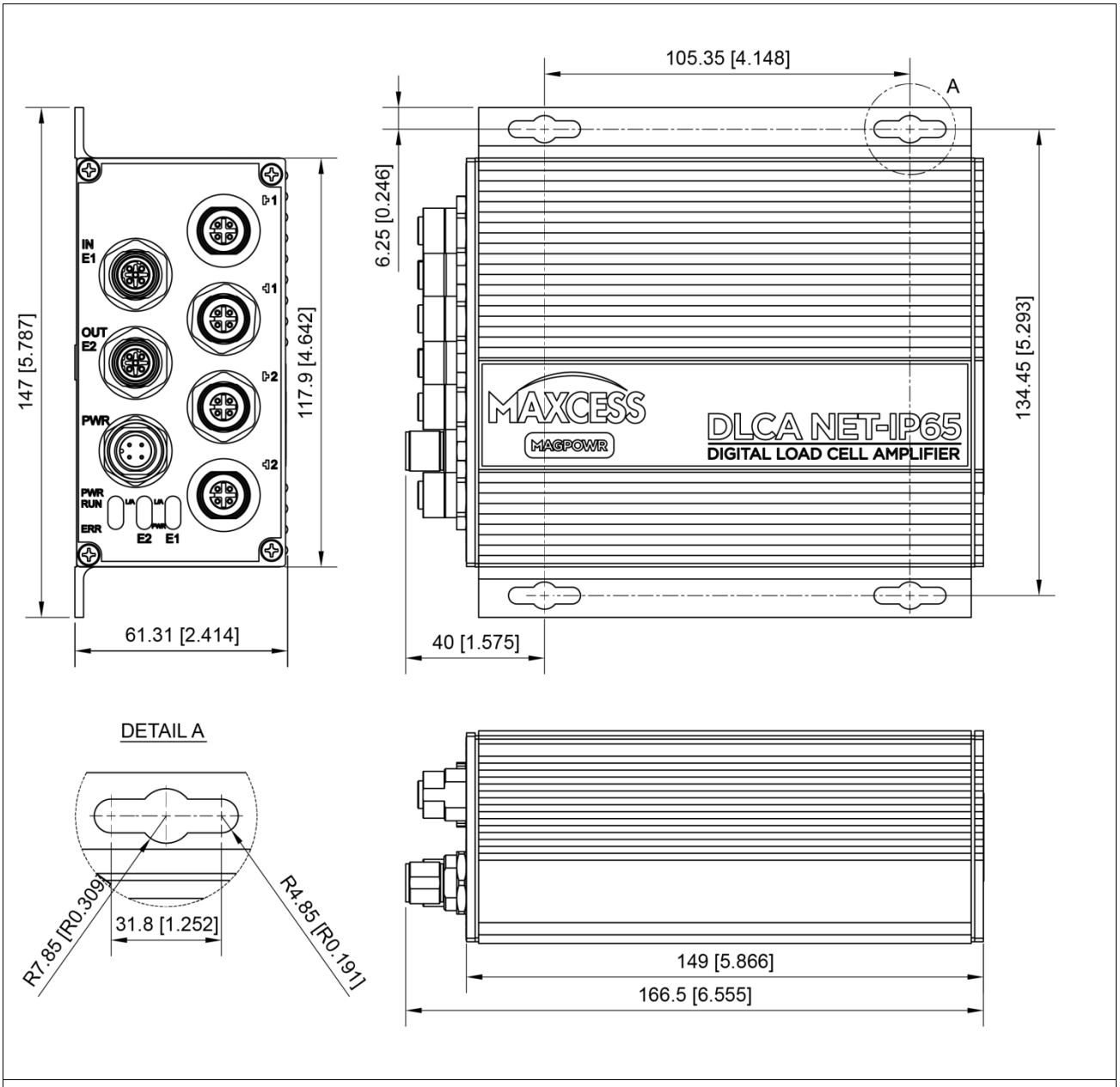
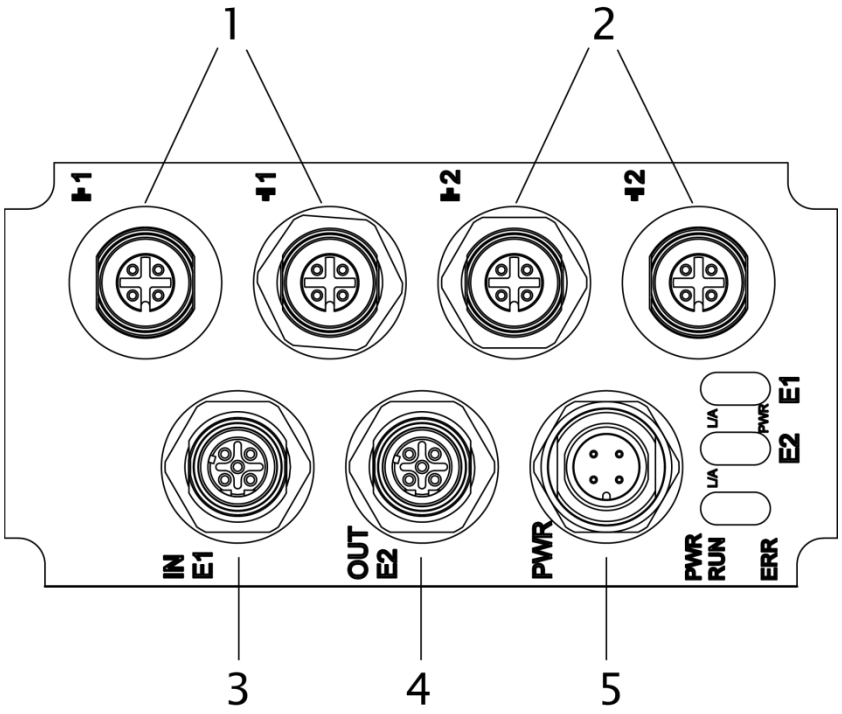


Figure 1. DLCA NET-IP65 Dimensions



1	Channel 1 load cell inputs
2	Channel 2 load cell inputs
3	Ethernet port 1
4	Ethernet port 2
5	Power

Figure 2. DLCA NET-IP65 connector labels

3.3 Cables used on the DLCANET-IP65

3.3.1 Power cable

The power cable has an M12 connector on one end and leads on the other end. Table 1 shows the lengths available; the five meter length is standard. The maximum length is 50 meters.

Model	Length (meters)		Model	Length (meters)
IP65PWRCBL5M	5		IP65PWRCBL30M	30
IP65PWRCBL10M	10		IP65PWRCBL35M	35
IP65PWRCBL15M	15		IP65PWRCBL40M	40
IP65PWRCBL20M	20		IP65PWRCBL45M	45
IP65PWRCBL25M	25		IP65PWRCBL50M	50

Table 1. Power cables for DLCA NET-IP65

3.3.2 Load Cell cable

The load cell cable has an M12 connector on each end. Table 2 shows the lengths available. The five meter length is standard.

Lengths above 60 meters are not recommended, but can be special ordered.

Part Number	Length (meters)		Part Number	Length (meters)
29IP65LCCBL5M	5		29IP65LCCBL35M	35
29IP65LCCBL10M	10		29IP65LCCBL40M	40
29IP65LCCBL15M	15		29IP65LCCBL45M	45
29IP65LCCBL20M	20		29IP65LCCBL50M	50
29IP65LCCBL25M	25		29IP65LCCBL55M	55
29IP65LCCBL30M	30		29IP65LCCBL60M	60

Table 2. Load Cell cables for DLCA NET-IP65

3.3.3 Ethernet cable

The Ethernet cable has an M12 connector on one end and an RJ-45 connector on the other end. Table 3Table 2 shows the lengths available; the five meter length is standard.

Lengths above 60 meters are not recommended, but can be special ordered.

Part Number	Length (meters)		Part Number	Length (meters)
29L92724009	5		29L92724016	30
29L92724012	10		29L92724017	40
29L92724013	15		29L92724018	50
29L92724014	20		29L92724019	60
29L92724015	25			

Table 3. Ethernet cables M12 to RJ-45

The Ethernet cable to daisy chain two or more DLCA NET-IP65 together has an M12 connector on each end; see Table 4 for the part numbers.

Part Number	Length (meters)		Part Number	Length (meters)
29L9411005	5		29L94111030	30
29L94111010	10		29L94111040	40
29L94111015	15		29L94111050	50
29L94111020	20		29L94111060	60
29L94111025	25			

Table 4. Ethernet cables M12 to M12

4.0 LED indicators

There are four LED indicators on the DLCA NET-IP65.

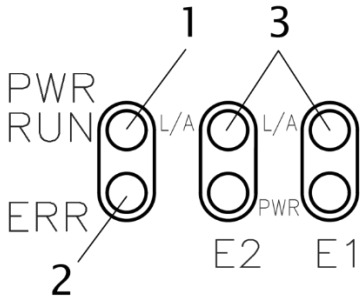


Figure 3. DLCA NET-IP65 LED indicators

1 **Power/Run** (Green)
When power is on the Power indicator will be on.

2 **Error** (Red)

The Error indicator will show voltage errors or a load cell check error. One flash per second indicates a load cell check error. Two flashes per second indicates that there is a voltage error on either the load cell excitation, internal 12V or internal 5V supplies.

The load cell check only runs during power-up. The voltage monitoring check runs continuously.

3 **Ethernet Link / Activity** (Green)
These indicators show link status and activity on each of the Ethernet ports.

5.0 Communications interface

An electronic datasheet is available for Ethernet/IP and PROFINET IO.

5.1 Cyclic parameters

The cyclic parameters are available to read tension and status from the DLCA NET-IP65 and to send commands and parameters to the DLCA NET-IP65.

RO = Read only

WO = Write only

uint16 = unsigned 16-bit integer

int32 = signed 32-bit integer

uint32 = unsigned 32-bit integer.

Parameter	Data Type	Modbus Starting Index	Ethernet/IP	PROFINET IO
Input Data (Cyclic)			Refer to the electronic data sheets.	
Command Request	uint32 - WO	0x01		
Command Request Parameter	uint32 - WO	0x03		
Output Data (Cyclic)				
Command Response	uint32 - RO	0x01		
Command Response Parameter	uint32 - RO	0x03		
Tension 1	int32 - RO	0x05		
Tension 2	int32 - RO	0x07		
Tension Sum (T1+T2)	int32 - RO	0x09		
Tension Diff (T1-T2)	int32 - RO	0x0B		
Security State	uint16 - RO	0x0D		
Status	uint16 - RO	0x0E		
Alarm	uint16 - RO	0x0F		

5.2 Actual tension data

Tension is read from the DLCA NET-IP65 in the four cyclic parameters Tension 1, Tension 2, Tension Sum, and Tension Difference.

The tension value is a 32-bit signed integer and is scaled to be 160 times the Maximum Tension value, ignoring the decimal point position set by parameter 0x207 or 0x217.

The tension reading will be at least 14-bit resolution when the maximum tension is three significant digits. Lower resolution will result if maximum tension is less than three significant digits.

In a one tension zone amplifier

Tension 1 is the value of tension read on channel 1.
Tension 2 is the value of tension read on channel 2.
Tension Sum is the summation of the tension on channels 1 and 2.
Tension Difference is the tension on channel 1 minus the tension on channel 2.

In a two tension zone amplifier

Tension 1 is the value of tension read on channel 1.
Tension 2 is the value of tension read on channel 2.
Tension Sum and Tension Difference are always 0.

5.3 Security state

The status of security is shown in the Security State cyclic parameter.

Value	Status
0	System is unlocked and changes can be made.
1	System is locked and changes cannot be made.

5.4 Status

The Status cyclic parameter shows power good, power failure errors, and load cell check errors.

The lower 8 bits show power good or the power error. The upper 8 bits show the type of load cell check error that occurred.

The load cell check only runs during power-up. The voltage monitoring check runs continuously.

Lower 8-bits:
0xXX00 = Power On, No Faults
0xXX01 = 5V power failure
0xXX02 = 12V power failure
0xXX04 = Load Cell power failure

Upper 8-bits
0x00XX = No Error
0x01XX = Sensor 1, white or black wire disconnected
0x02XX = Sensor 1, red wire disconnected
0x03XX = Sensor 1, green wire disconnected
0x04XX = Sensor 1, failure (check wiring or load cell damaged)
0x08XX = Sensor 2, white or black wire disconnected
0x10XX = Sensor 2, red wire disconnected
0x18XX = Sensor 2, green wire disconnected
0x20XX = Sensor 2, failure (check wiring or load cell damaged)

5.5 Alarm

The Alarm cyclic parameter shows the Alarm 1 and Alarm 2 state.

Bit 0 is the status of alarm 1.
Bit 1 is the status of alarm 2.

Bit = 0, Alarm OFF
Bit = 1, Alarm ON

5.6 Command interface

Commands are entered into the ***Command Request*** register. Parameters are read or written by a value in the ***Command Request Parameter.*** To write a parameter value, the value must be set in the Command Request Parameter before the Command Request is entered. See section 5.6.1 for all the available commands and parameters.

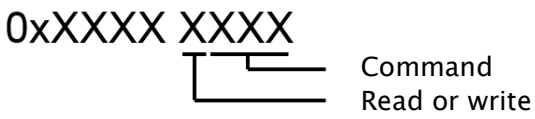
After a ***Command Request*** has been entered the interface will respond with a reply in the ***Command Response.*** When reading a parameter the ***Command Response Parameter*** will contain the value of the parameter. See section 5.6.2 for the command response messages.

The ***Command Response*** will show a busy status while executing commands and once the command processing is complete, the ***Command Response*** will show either an error message or a completed message. Once the command has returned with either an error or completed message then a command of 0 must be sent in the ***Command Request*** before sending another command.

The commands are used to perform calibrations and zeroing of tension and also to get and set the value of the parameters in the DLCA NET-IP65.

5.6.1 Command request

Commands start at 0x0 and continue to 0x1FF.
Parameters start at 0x200 and continue to 0x3FF.
For parameters, add 0x1000 for a Write and 0x0000 for a Read to the parameter number.



Command/parameter list

WO = Write Only, RO = Read only, RW = Read and Write

The parameter Class specifies which group this parameter belongs to in the DLCA NET-IP65. The class can be communication (Comm), parameter (Parm), load cell calibration (LC Cal), or output calibration (Out Cal). This classification is used when resetting parameters to defaults with the NV Reset commands.

Data types

int16 = signed 16-bit integer
uint32 = unsigned 32-bit integer
int32 = signed 32-bit integer
float = 32-bit single precision floating point number

Some commands and parameters are not useful for the two tension zone DLCA NET-IP65.

Command/ Parameter Number		Function or Parameter	Type	Class	Data Type and R/W	Explanation
Hex	Decimal					
0x000	0	Idle	Function	None	WO	
0x001	1	Zero Calibrate Zone 1	Function	None	WO	See 7.1/7.2
0x002	2	Precision Calibrate Zone 1	Function	None	WO	See 7.1
0x003	3	Weightless Calibrate Zone 1	Function	None	WO	See 7.1
0x004	4	Zero Calibrate Zone 2	Function	None	WO	See 7.1/7.2
0x005	5	Precision Calibrate Zone 2	Function	None	WO	See 7.2
0x006	6	Weightless Calibrate Zone 2	Function	None	WO	See 7.2
0x007	7	Cal Output 0, 10V, 0%	Function	None	WO	N/A on IP65
0x008	8	Cal Output 0, 10V, 100%	Function	None	WO	N/A on IP65
0x009	9	Cal Output 0, 20mA, 0%	Function	None	WO	N/A on IP65
0x00A	10	Cal Output 0, 20mA, 100%	Function	None	WO	N/A on IP65
0x00B	11	Cal Output 1, 10V, 0%	Function	None	WO	N/A on IP65
0x00C	12	Cal Output 1, 10V, 100%	Function	None	WO	N/A on IP65
0x00D	13	Cal Output 1, 20mA, 0%	Function	None	WO	N/A on IP65
0x00E	14	Cal Output 1, 20mA, 100%	Function	None	WO	N/A on IP65

0x00F	15	Cal Output 2, 10V, 0%	Function	None	WO	N/A on IP65
0x010	16	Cal Output 2, 10V, 100%	Function	None	WO	N/A on IP65
0x011	17	Cal Output 2, 20mA, 0%	Function	None	WO	N/A on IP65
0x012	18	Cal Output 2, 20mA, 100%	Function	None	WO	N/A on IP65
0x013	19	Cal Output Meter, 1mA, 0%	Function	None	WO	N/A on IP65
0x014	20	Cal Output Meter, 1mA, 100%	Function	None	WO	N/A on IP65
0x015	21	Cal Output Meter 2, 1mA, 0%	Function	None	WO	N/A on IP65
0x016	22	Cal Output Meter 2, 1mA, 100%	Function	None	WO	N/A on IP65
0x017	23	Password 1 Entry	Parameter	None	WO – int16	See 5.7.1
0x018	24	Password 2 Entry	Parameter	None	WO – int16	See 5.7.1
0x019	25	Reset NV Parameters Only	Function	None	WO	See 5.7.2
0x01A	26	Reset NV Load Cell Calibrations Only	Function	None	WO	See 5.7.2
0x01B	27	Reset NV Output Calibrations Only	Function	None	WO	See 5.7.2
0x01C	28	Reset NV Communications Only	Function	None	WO	See 5.7.2
0x01D	29	Reset NV All	Function	None	WO	See 5.7.2
0x01E	30	Zero Tension Zone 1	Function	None	WO	See 5.7.3
0x01F	31	Zero Tension Zone 2	Function	None	WO	See 5.7.3
0x20	32	Reset Processor	Function	None	WO	See 5.7.4
		Configuration Hardware				
0x200	512	Zero Tension Lock Active	Parameter	Parm	RW – int16	See 6.3
0x201	513	Load Cell Excitation Voltage	Parameter	LC Cal	RW – int16	See 6.3
0x202	514	Digital Input Level Select	Parameter	Parm	RW – int16	N/A on IP65
0x203	515	Which Sensor Inputs Used	Parameter	LC Cal	RW – int16	See 6.3
0x204	516	Product Type	Parameter	None	RO – int16	See 6.3
0x205	517	Program Version	Parameter	None	RO – int16	See 6.3
0x206	518	Program Number	Parameter	None	RO – int32	See 6.3
		Configuration Tension 1 (Tension Zone 1)				
0x207	519	DP Position	Parameter	Parm	RW – int16	See 7.0
0x208	520	ADC PGA Gain	Parameter	LC Cal	RW – int16	See 7.0
0x209	521	Tension 1A Zero Offset	Parameter	LC Cal	RW – int32	See 7.0
0x20A	522	Tension 1B Zero Offset	Parameter	LC Cal	RW – int32	See 7.0
0x20B	523	Tension 1A Normalization	Parameter	LC Cal	RW – float	See 7.0
0x20C	524	Tension 1B Normalization	Parameter	LC Cal	RW – float	See 7.0
0x20D	525	Cal Tension	Parameter	LC Cal	RW – int32	See 7.0
0x20E	526	Tension Scale	Parameter	LC Cal	RW – int32	See 7.0
0x20F	527	Tension Number Format	Parameter	LC Cal	RW – int16	See 7.0
0x210	528	Tension Filter Frequency	Parameter	Parm	RW – uint16	See 6.1
0x211	529	Maximum Tension	Parameter	LC Cal	RW – int32	See 7.0
0x212	530	Load Cell Rating	Parameter	LC Cal	RW – int32	See 7.0
0x213	531	Wrap Angle	Parameter	LC Cal	RW – int16	See 7.0
0x214	532	Angle From Force Direction	Parameter	LC Cal	RW – int16	See 7.0
0x215	533	Load Cell Sensitivity	Parameter	LC Cal	RW – int16	See 7.0
0x216	534	Tension Polarity	Parameter	LC Cal	RW – int16	See 7.0

		Configuration Tension 2 (Tension Zone 2)				
0x217	535	DP Position	Parameter	Parm	RW – int16	See 7.0
0x218	536	ADC PGA Gain	Parameter	LC Cal	RW – int16	See 7.0
0x219	537	Tension Zero Offset	Parameter	LC Cal	RW – int32	See 7.0
0x21A	538	Cal Tension	Parameter	LC Cal	RW – int32	See 7.0
0x21B	539	Tension Scale	Parameter	LC Cal	RW – int32	See 7.0
0x21C	540	Tension Number Format	Parameter	LC Cal	RW – int16	See 7.0
0x21D	541	Tension Filter Frequency	Parameter	Parm	RW – uint16	See 6.1
0x21E	542	Maximum Tension	Parameter	LC Cal	RW – int32	See 7.0
0x21F	543	Load Cell Rating	Parameter	LC Cal	RW – int32	See 7.0
0x220	544	Wrap Angle	Parameter	LC Cal	RW – int16	See 7.0
0x221	545	Angle From Force Direction	Parameter	LC Cal	RW – int16	See 7.0
0x222	546	Load Cell Sensitivity	Parameter	LC Cal	RW – int16	See 7.0
0x223	547	Tension Polarity	Parameter	LC Cal	RW – int16	See 7.0
		Configuration Alarm 1				
0x224	548	Tension Zone	Parameter	Parm	RW – int16	See 6.2
0x225	549	Activation Type	Parameter	Parm	RW – int16	See 6.2
0x226	550	High Value	Parameter	Parm	RW – int32	See 6.2
0x227	551	Low Value	Parameter	Parm	RW – int32	See 6.2
0x228	552	Hysteresis Percent	Parameter	Parm	RW – int16	See 6.2
0x229	553	On Delay Time	Parameter	Parm	RW – int16	See 6.2
0x22A	554	Off Delay Time	Parameter	Parm	RW – int16	See 6.2
		Configuration Alarm 2				
0x22B	555	Tension Zone	Parameter	Parm	RW – int16	See 6.2
0x22C	556	Activation Type	Parameter	Parm	RW – int16	See 6.2
0x22D	557	High Value	Parameter	Parm	RW – int32	See 6.2
0x22E	558	Low Value	Parameter	Parm	RW – int32	See 6.2
0x22F	559	Hysteresis Percent	Parameter	Parm	RW – int16	See 6.2
0x230	560	On Delay Time	Parameter	Parm	RW – int16	See 6.2
0x231	561	Off Delay Time	Parameter	Parm	RW – int16	See 6.2
		Output 1				
0x232	562	0 to 10V Zero Offset	Parameter	Out Cal	RW – int16	N/A on IP65
0x233	563	0 to 10V Gain	Parameter	Out Cal	RW – int16	N/A on IP65
0x234	564	0 to 10V Zero Offset User	Parameter	Parm	RW – int16	N/A on IP65
0x235	565	0 to 10V High Limit User	Parameter	Parm	RW – int16	N/A on IP65
0x236	566	0 to 20mA Zero Offset	Parameter	Out Cal	RW – int16	N/A on IP65
0x237	567	0 to 20mA Gain	Parameter	Out Cal	RW – int16	N/A on IP65
0x238	568	0 to 20mA Zero Offset User	Parameter	Parm	RW – int16	N/A on IP65
0x239	569	0 to 20mA High Limit User	Parameter	Parm	RW – int16	N/A on IP65
0x23A	570	Output Filter Frequency	Parameter	Parm	RW – uint16	N/A on IP65

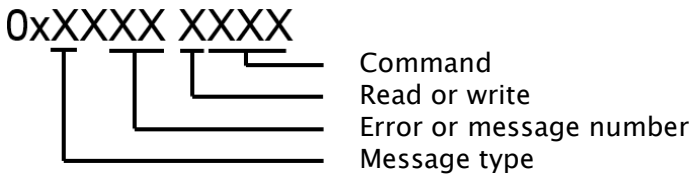
		Output 2				
0x23B	571	0 to 10V Zero Offset	Parameter	Out Cal	RW – int16	N/A on IP65
0x23C	572	0 to 10V Gain	Parameter	Out Cal	RW – int16	N/A on IP65
0x23D	573	0 to 10V Zero Offset User	Parameter	Parm	RW – int16	N/A on IP65
0x23E	574	0 to 10V High Limit User	Parameter	Parm	RW – int16	N/A on IP65
0x23F	575	0 to 20mA Zero Offset	Parameter	Out Cal	RW – int16	N/A on IP65
0x240	576	0 to 20mA Gain	Parameter	Out Cal	RW – int16	N/A on IP65
0x241	577	0 to 20mA Zero Offset User	Parameter	Parm	RW – int16	N/A on IP65
0x242	578	0 to 20mA High Limit User	Parameter	Parm	RW – int16	N/A on IP65
0x243	579	Output Filter Frequency	Parameter	Parm	RW – uint16	N/A on IP65
		Output 3				
0x244	580	0 to 10V Zero Offset	Parameter	Out Cal	RW – int16	N/A on IP65
0x245	581	0 to 10V Gain	Parameter	Out Cal	RW – int16	N/A on IP65
0x246	582	0 to 10V Zero Offset User	Parameter	Parm	RW – int16	N/A on IP65
0x247	583	0 to 10V High Limit User	Parameter	Parm	RW – int16	N/A on IP65
0x248	584	0 to 20mA Zero Offset	Parameter	Out Cal	RW – int16	N/A on IP65
0x249	585	0 to 20mA Gain	Parameter	Out Cal	RW – int16	N/A on IP65
0x24A	586	0 to 20mA Zero Offset User	Parameter	Parm	RW – int16	N/A on IP65
0x24B	587	0 to 20mA High Limit User	Parameter	Parm	RW – int16	N/A on IP65
0x24C	588	Output Filter Frequency	Parameter	Parm	RW – uint16	N/A on IP65
		Meter Output				
0x24D	589	0 to 1mA Zero Offset 1	Parameter	Out Cal	RW – int16	N/A on IP65
0x24E	590	0 to 1mA Gain 1	Parameter	Out Cal	RW – int16	N/A on IP65
0x24F	591	0 to 1mA Zero Offset User 1	Parameter	Parm	RW – int16	N/A on IP65
0x250	592	0 to 1mA High Limit User 1	Parameter	Parm	RW – int16	N/A on IP65
0x251	593	Meter Output Filter Frequency	Parameter	Parm	RW – uint16	N/A on IP65
0x252	594	0 to 1mA Zero Offset 2	Parameter	Out Cal	RW – int16	N/A on IP65
0x253	595	0 to 1mA Gain 2	Parameter	Out Cal	RW – int16	N/A on IP65
0x254	596	0 to 1mA Zero Offset User 2	Parameter	Parm	RW – int16	N/A on IP65
0x255	597	0 to 1mA High Limit User 2	Parameter	Parm	RW – int16	N/A on IP65
		Communication				
0x256	598	IP Address	Parameter	Comm	RW – uint32	See 6.3/5.7.4
0x257	599	Subnet Mask	Parameter	Comm	RW – uint32	See 6.3/5.7.4
0x258	600	Communication Tension Filtered	Parameter	Parm	RW – int16	See 6.1
0x259	601	Communications Type	Parameter	Comm	RW – int16	See 6.3/5.7.4
0x25A	602	Web Page Refresh Rate	Parameter	Comm	RW – uint32	See 8.0

5.6.2 Command response

A command response will be returned in the ***Command Response*** register.

The response consists of a message type, an error or message number and the request command code all OR'ed together. When reading a parameter the value of the parameter will be returned in the ***Command Response Parameter*** register. The ***Command Response Parameter*** is an uint32; you will need to cast this to the appropriate data type for the parameter as listed in the command/parameter chart in section 5.6.1.

Command response register



The Message type can be one of the following:
0x0XXX XXXX = Idle
0x1XXX XXXX = Complete, no errors
0x2XXX XXXX = Error
0x4XXX XXXX = Message
0x8XXX XXXX = Busy

The Error number can be one of the following:
0xXX00 XXXX = No Error
0xXX01 XXXX = Signal too large at maximum tension
0xXX02 XXXX = Signal too small
0xXX03 XXXX = Roll Weight exceeds 90 percent of ADC value
0xXX04 XXXX = Calibration tension greater than maximum tension
0xXX05 XXXX = Maximum tension exceeds load cell rating
0xXX06 XXXX = not used
0xXX07 XXXX = not used
0xXX08 XXXX = Another command is running
0xXX09 XXXX = Invalid command request
0xXX0A XXXX = Not Displaying Tension
0xXX0B XXXX = Passwords not equal
0xXX0C XXXX = Passwords do not match stored password or backdoor
0xXX0D XXXX = System Locked by password
0xXX0E XXXX = Invalid password, range = 0 – 9999
0xXX0F XXXX = Parameter not in range

5.7 Function information

This section describes how the functions are used.

5.7.1 Security

The DLCA NET-IP65 can be locked out to prevent parameter changes and calibrations from being performed.

Setting or clearing security

To set or clear the security state, two identical passwords must be entered using the command Password 1 Entry and Password 2 Entry.

1. Enter the password into the ***Command Request Parameter*** register and enter the command 0x17 (Password 1 Entry) in the ***Command Request*** register. A response of 0x4003 0017 will be returned in the ***Command Response Parameter*** register showing a message that only one password has been entered.
2. Enter the same password in the ***Command Request Parameter*** register and enter the command 0x18 (Password 2 Entry) in the ***Command Request*** register. A response of 0x40010018 will be returned showing a message that the system has been locked or unlocked in the ***Command Response Parameter***.

This same procedure needs to be executed to unlock the system. When the system is unlocked the returned message will be 0x40020018. If the passwords entered do not match, or the passwords do not match the stored password used to lock the system, an error message will be returned.

The password range is from 0000 to 9999.

An attempt to change a parameter or execute a calibration while the system is locked will return an error message stating the System Locked by Password 0x200D00xx.

The factory back door password is 6195.

5.7.2 Reset non-volatile (NV) memory to defaults

These commands will reset the specified parameters to factory defaults.

Command	Function	Explanation
0x019	Reset NV Parameters Only	Reset parameters belonging to the Parameter class.
0x01A	Reset NV Load Cell Calibrations Only	Reset parameters belonging to the Load Cell Calibration class.
0x01B	Reset NV Output Calibrations Only	Reset parameters belonging to the Output Calibration class.
0x01C	Reset NV Communications Only	Reset parameters belonging to the Communication class.
0x01D	Reset NV All	Reset all the parameters.

5.7.3 Zeroing the tension

The tension can be zeroed by entering the command Zero Tension Zone 1 (0x01E) or Zero Tension Zone 2 (0x01F).

5.7.4 Reset processor

For changes to take effect, the processor must be reset after changing the IP Address, Subnet Mask, or Communications Type.

5.8 Get or set parameters

5.8.1 Get a parameter

To get the value of a parameter, enter the parameter number in the *Command Request. The Command Response Parameter* returned will contain the value of the parameter.

5.8.2 Set a parameter

To set the value of a parameter, enter the value of the parameter into the *Command Request Parameter.* Then enter the parameter number OR'ed with 0x1000 (Write) into the *Command Request.* The *Command Response* returned will be either success or an error code. A common reason for getting an error is the value is not in range.

6.0 Parameters

This section describes the parameters available in the DLCA NET-IP65.

6.1 Filtering

The tension zone displays have a separate low pass filter. The communication tension values can use either the tension display filter or have no filtering.

The tension display filter response can be set from 500 Hz to 0.01 Hz.

The filters are a second order low pass filter for frequencies from 0.01 Hz to 124.99 Hz.

Above 125 Hz, an average of samples is used for the filter, as defined in this table.

Frequency (Hz)	averages used
125.00 to 166.66	Four samples
166.67 to 249.99	Three samples
250.00 to 499.99	Two samples
500.00	There is no filter; current sample data is used

Parameter	Description	Units	Default	Range
0x210	Tension 1 display filter frequency	0.01 Hz	3.00	{00.01, 500.00}
0x21D	Tension 2 display filter frequency	0.01 Hz	3.00	{00.01, 500.00}
0x258	Filter Communication Tension 0 = no filtering on communication tension values. 1 = use display filter frequency on communication tension values.		0	{0, 1}

6.2 Alarm setup and operation

The following parameters describe the setup and operation of the alarms.

Parameter	Description	Units	Default	Range
0x224 0x22B	Tension Channel/Zone used for alarm IP65 1 0 = Channel 1 1 = Channel 2 2 = Tension Sum IP65 2 0 = Tension Zone 1 1 = Tension Zone 2		0	IP65 1 {0, 2} IP65 2 {0, 1}
0x225 0x22C	Alarm activation type. 0 = Alarm ON when tension is above the alarm high compare value. 1 = Alarm ON when tension is below the alarm low compare value. 2 = Alarm ON when tension is either above the alarm high compare value or below the alarm low compare value. 3 = Alarm ON when tension is below the alarm high compare value and above the alarm low compare value.		0	{0, 3}
0x226 0x22D	Alarm high compare value	1	500	{0, 999000}
0x227 0x22E	Alarm low compare value	1	0	{0, 999000}
0x228 0x22F	Alarm hysteresis percent. Hysteresis percent is a percentage of maximum tension.	0.01%	0	{0, 9999}
0x229 0x230	Alarm ON delay time. (The alarm ON output is delay by this number of seconds.)	0.01 s	0	{0, 9999}
0x22A 0x231	Alarm OFF delay time. (The alarm OFF output is delay by this number of seconds.)	0.01 s	0	{0, 9999}

6.2.1 Alarm operation with hysteresis

Alarm activation type 0

Alarm turns on when tension is greater than High value.
Alarm turns off when tension is less than
(HighValue – (HysteresisPercent * Maximum Tension))

Alarm activation type 1

Alarm turns on when tension is less than Low value.
Alarm turns off when tension is greater than
(LowValue + (HysteresisPercent * MaximumTension))

Alarm activation type 2

Alarm turns on when tension is greater than High value or less than Low value.
Alarm turns off when tension is less than
(HighValue – (HysteresisPercent * MaximumTension))
and when tension is greater than
(LowValue + (HysteresisPercent * MaximumTension))

Alarm activation type 3

Alarm output is the complement of alarm activation type 2.

6.3 Hardware configuration parameters

These parameters configure the hardware or provide information about the hardware.

Parameter	Description	Default
0x200	**Zero Tension Lock** Issuing a Zero Tension Zone 1 or Zone 2 command will immediately zero the tension value. The zeroing of tension can be allowed or not when the security state is locked. 0 = Zeroing tension allowed when security state is locked. 1 = Zeroing tension is not allowed when security state is locked.	0
0x201	**Load Cell Excitation Voltage** The load cell excitation voltage can be set to 5V or 7.5V. 0 = 5V 1 = 7.5V	1
0x202	**Digital Input level Select** Sets the threshold for the digital inputs for either 5V or 24V logic. 0 = 5V logic threshold 1 = 24V logic threshold When set for 5V, the threshold between on and off is 2.5 volts with 20% hysteresis. When set for 24V, the threshold between on and off is 12 volts with 20% hysteresis. (Not used on the DLCA NET-SLIM or DLCA NET-IP65)	1
0x203	**Which Sensor Inputs Used** This selects which sensor inputs are being used. If only channel 1 is being used, the load cell check at power-up will fail because no load cell is connected to channel 2. To prevent this failure indication, this parameter tells software to only check channel 1. This parameter is also used during tension calibrations. 0 = Only channel 1 used 1 = Both channels used	1

0x259	**Communications Type** Selects the fieldbus type. 0 = Modbus TCP 1 = Ethernet/IP 2 = PROFINET IO	*Reset processor is required for changes to take effect. Command 0x20.*	0
0x256	**IP Address** Set the IP address.	*Reset processor is required for changes to take effect. Command 0x20.*	10.0.0.113
0x257	**Subnet Mask** Set the Subnet Mask.	*Reset processor is required for changes to take effect. Command 0x20.*	255.0.0.0
0x204	**Product Type** Indicates the product model of this hardware. 1 = DLCA NET1 2 = DLCA NET2 3 = DLCA NET-SLIM1 4 = DLCA NET-SLIM2 5 = DLCA NET-IP651 6 = DLCA NET-IP652		Set by factory
0x205	**Program Version** The current version of software in this product		Set by factory
0x206	**Program Number** The current program number of the software in this product		Set by factory

7.0 Calibration

The DLCA NET-IP65 has two modes of calibration: Precision and Weightless. Precision calibration is used when applying a known weight with a rope in the web path to the load cells for calibration. Typically this known weight should be 10% of the load cell rating or greater. Weightless calibration is used when a known weight is not convenient or desired.

The *Command Interface* is used to perform the calibrations. A command request is entered in the *Command Request*. The *Command Response* will show the progress of the command and when the command is complete. Errors will also be shown.

Parameters for Tension Zone 1 can be accessed in the group *Configuration Tension 1* and those for Tension Zone 2 can be accessed in the group *Configuration Tension 2*.

7.1 Precision calibration procedure

Enter values into the calibration parameters shown below. These parameters are available for Tension Zone 1 and Tension Zone 2.

Parameter	Name and description	Default	Range
0x207 0x217	Decimal Point Position Sets the decimal point position for the tension display. 0 = 000000 1 = 000000. 2 = 00000.0 3 = 0000.00 4 = 000.000 5 = 00.0000 6 = 0.00000	0	{0, 6}
0x20D 0x21A	Calibration Tension Calibration tension is the force of the known weight hanging on the rope over the load cells.	500	{0, 999000}
0x211 0x21E	Maximum Tension Maximum tension is the maximum tension expected for the application. Do not exceed the rating of the load cells.	500	{0, 999000}

Set the Load Cell excitation voltage 0x201 and which sensor inputs are used 0x203. See section 6.3.

Precision calibration procedure continued

When performing a calibration both the zero and precision calibrate steps must be done in sequence before a calibration is valid.

If only zeroing the tension is required use the 0x1E or 0x1F command.

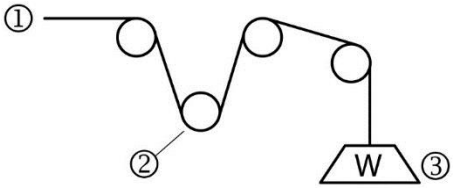
1. Unload the load cell(s) for Tension Zone 1.
2. Enter the command 0x01 (Zero Calibrate Zone 1) in the ***Command Request*** register. The DLCA NET-IP65 immediately responds with 0x8000 0001 (Busy) in the ***Command Response***.
3. If the calibrate zero is successful, the DLCA NET-IP65 will respond with 0x1000 0001 after ten to twenty seconds. If not, an error message will be returned 0x20XX 0001.
4. Clear the ***Command Request*** register by entering the command 0x00.
5. Hang the known weight and rope over the load cell(s) in Tension Zone 1. See Figure 4 **Error! Reference source not found.**.
6. Enter the command 0x02 (Precision Calibrate Zone 1) in the ***Command Request***. The DLCA NET-IP65 immediately responds with 0x8000 0002 (Busy) in the ***Command Response***.

   If the calibrate precision is successful, the DLCA NET-IP65 will respond with 0x1000 0002 after ten to twenty seconds. If not, an error message will be returned 0x20XX 0002.

7. Clear the ***command request*** register by entering the command 0x00.

   Clearing the command request is necessary to prevent starting multiple calibrations, such as zero and precision, before the first entered request is finished.

   Precision Calibration is now complete.



1 – Temporary web
2 – Sensing roll
3 – Weight (W)

Figure 4. Apply calibration tension

Precision calibration procedure continued

If the calibration is successful, then ***Tension Polarity*** (0x216 or 0x223) will automatically be set to show positive tension when force is applied in the direction of the calibration force.

The following parameters in the group ***Configuration Tension 1*** or ***Configuration Tension 2*** are set by the calibration procedure:

Parameter	Name	Default	Range
0x208 or 0x218	ADC PGA Gain 1	5	{0, 7}
0x209 or 0x219	Display Tension 1A Zero Offset	0	{-0xFFFFFF, 0xFFFFFF}
0x20A	Display Tension 1B Zero Offset (IP65 1 only)	0	{-0xFFFFFF, 0xFFFFFF}
0x20B	Tension 1A Normalization (IP65 1 only)	1.0	{-FLT_MAX, FLT_MAX}
0x20C	Tension 1B Normalization (IP65 1 only)	1.0	{-FLT_MAX, FLT_MAX}
0x20E or 0x21B	Display Tension 1 Scale	623	{0, 999000}
0x20F or 0x21C	Display Tension 1 Number Format	0x10	{0, 0xFF}
0x216 or 0x223	Tension Polarity 0 = -1 1 = +1	1	{0, 1}

The above parameter set is determined by the DLCA NET-IP65 during calibration. Do not modify the value of these parameters. The parameters above, along with those in the following list, may be read from a DLCA NET-IP65 and can be sent to the same DLCA NET-IP65 to restore a corrupted calibration if needed.

Decimal Point Position
Maximum Tension
Calibration Tension
Load Cell Excitation Voltage
Which Sensor Inputs Used

Tension Zone 2 can be calibrated in the same way by substituting the commands 0x04 (Zero Zone 2) and 0x05 (Precision Zone 2) when performing a calibration.

7.2 Weightless calibration procedure

Enter values into the calibration parameters shown below. Refer to Figure 5 for the meaning of wrap angle and angle from force direction.

Parameter	Name and description	Default	Range
0x207 0x217	Decimal Point Position Sets the decimal point position for the tension display. 0 = 000000 1 = 000000. 2 = 00000.0 3 = 0000.00 4 = 000.000 5 = 00.0000 6 = 0.00000	0	{0, 6}
0x211 or 0x21E	Maximum Tension This is the maximum tension expected for the application. Do not exceed the rating of the load cells.	500	{0, 999000}
0x212 or 0x21F	Load Cell Rating Enter the load cell(s) combined maximum force rating.	500	{0, 999000}
0x213 or 0x220	Web Wrap Angle (units 0.1 degrees) This is the angle over which the web touches the idler roller. To enter 10.0 degrees, enter the value of 100.	600	{1, 1800}
0x214 or 0x221	Angle From Force Direction (units 0.1 degrees) This is the angle between the resultant force from the web tension and the force direction arrow of the load cell or the centerline of the load cell. The maximum value is 45.0 degrees. To enter 10.0 degrees, enter value of 100.	0	{0, 450}
0x215 or 0x222	Load Cell Sensitivity (units 0.1 mV/V) Enter the load cell sensitivity in mV/V. MAGPOWR load cells have a sensitivity of 2.1 mV/V. To enter 2.1 enter value of 21.	21	{0, 1000}

Set the Load Cell excitation voltage 0x201 and which sensor inputs are used 0x203. See section 6.3.

Weightless calibration procedure continued

When performing a calibration both the zero and WEIGHTLESS calibrate steps must be done in sequence before a calibration is valid.

If only zeroing the tension is required use the 0x1E or 0x1F command.

1. Unload the load cell(s) for Tension Zone 1.
2. Enter the command 0x01 (Zero Calibrate Zone 1) in the ***Command Request.*** The DLCA NET-IP65 immediately responds with 0x8000 0001 (Busy) in the ***Command Response***.

   If the calibrate zero is successful, the DLCA NET-IP65 will respond after ten to twenty seconds with 0x1000 0001. Otherwise, error message 0x20XX 0001 will be returned.
3. Clear the ***Command Request*** by entering the command 0x00.
4. Enter the command 0x03 (Weightless Calibrate Zone 1) in the ***Command Request***. The DLCA NET-IP65 will immediately respond with success message 0x1000 0003 *or* error message 0x20XX 0003 in the ***Command Response***.
5. Clear the **Command Request** register by entering the command 0x00.

   Clearing the command request is necessary to prevent starting multiple calibrations, such as zero and precision, before the first entered request is finished.

Weightless Calibration is complete.

If the returned tension values in the cyclic data are negative, you will need to manually set the ***Tension Polarity*** parameter (0x216 or 0x223) so that the tension values are positive.

The following parameters in the group ***Configuration Tension 1*** or ***Configuration Tension 2*** are set by the calibration procedure.

Parameter	Name	Default	Range
0x208 or 0x218	ADC PGA Gain 1	5	{0, 7}
0x209 or 0x219	Display Tension 1A Zero Offset	0	{-0xFFFFFF, 0xFFFFFF}
0x20A	Display Tension 1B Zero Offset (IP65 1 only)	0	{-0xFFFFFF, 0xFFFFFF}
0x20E or 0x21B	Display Tension 1 Scale	623	{0, 0x7FFFFFFF}
0x20F or 0x21C	Display Tension 1 Number Format	0x10	{0, 0xFF}

The above parameter set is determined by the DLCA NET-IP65 during calibration. Do not modify the value of these parameters. The parameters above, along with those in the following list, may be read from a DLCA NET-IP65 and can be sent to the same DLCA NET-IP65 to restore a corrupted calibration if needed.

Decimal Point Position
Maximum Tension
Load Cell Rating
Web Wrap Angle
Angle from Force Direction
Load Cell Sensitivity
Tension Polarity
Load Cell Excitation Voltage
Which Sensor Inputs Used

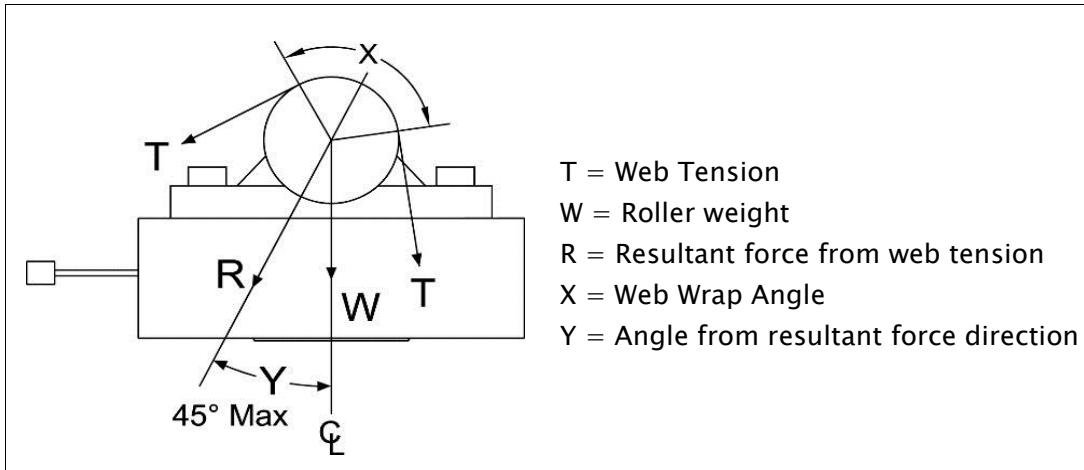


Figure 5. Weightless Calibration Angles

7.3 Calibration errors returned

Value	Error description and solution
0x00	Calibration was successful. No Errors found.
0x01	Signal read by the amplifier is too large when Maximum Tension is applied. This is caused by Maximum Tension being too large. Reduce maximum tension.
0x02	Signal read by the amplifier is too small. Too little of the load cell range is being used, thus the gain is greater than 32:1. Use more of the load cell range or set Maximum Tension higher.
0x03	Roller weight too large. Roller weight exceeds 90% of the load cell rating. Make roller weight smaller.
0x04	Calibration Tension is greater than Maximum Tension. Make Maximum Tension larger than Calibration Tension.
0x05	Maximum Tension exceeds the load cell rating. Try lower wrap angle, make roll weight smaller, get higher rated load cells.

Table 5. Calibration errors

8.0 Web server

Access the web server in the DLCLA NET-IP65

If the product has the default IP address, open a browser and type http://10.0.0.113 into the address bar.

Otherwise use the correct IP Address of the DLCA NET-IP65.

The DLCA NET-IP65 will show a web page similar to the one in Figure 6. Navigate to other pages using the links in the left menu area. The other pages will show parameters and provide links to allow editing parameters and performing calibrations.

The tension is displayed as a real number with the decimal point position included from parameter 0x207 and 0x217.

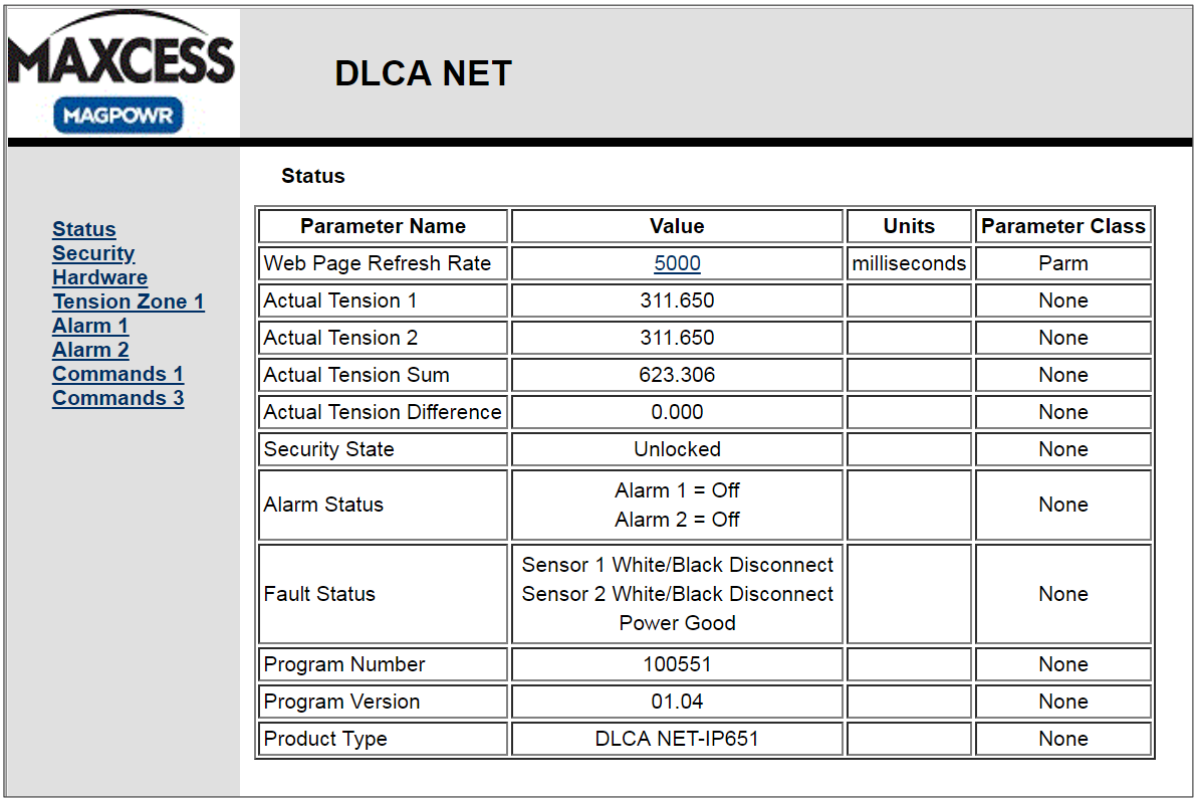


Figure 6. Sample web server page

8.1 Tension calibration from web pages

To calibrate tension from the web pages, edit the parameters below in the proper tension zone before performing the calibration commands.

8.1.1 Precision calibration from web pages

Enter these parameters:

Load Cell Excitation voltage (on Hardware web page)
Which Sensor Inputs Used (on Hardware web page)
Maximum Tension
Calibration Tension

Procedure

1. Unload the load cells.
2. Click on the link to "Zero Calibrate Tension Zone x". Wait for the calibration to complete.
3. Apply the calibration weight to the temporary web.
4. Click on the link to "Precision Calibrate Tension Zone x". Wait for the calibration to complete.
5. The DCLA NET-IP65 will return either that the calibration is complete or return an error message.

Weightless calibration procedure is on the next page.

8.1.2 Weightless calibration from web pages

Enter these parameters:

Load Cell Excitation voltage (on Hardware web page)
Which Sensor Inputs Used (on Hardware web page)
Load Cell Sensitivity
Load Cell Rating
Maximum Tension
Web Wrap Angle
Angle from Force Direction

Procedure

1. Unload the load cells.
2. Click on the link to "Zero Calibrate Tension Zone x". Wait for the calibration to complete.
3. Click on the link to "Weightless Calibrate Tension Zone x".
4. The DCLA NET-IP65 will return that the calibration is complete or return an error message.

8.2 Zero tension from web pages

To zero the tension in a tension zone, unload the load cells, and then click on the link "Zero Tension Zone x". This is the same as pressing the [∅] button on the front panel.

9.0 Specifications

Supply voltage range	–	24 VDC ±10% Proper earth grounding is required. Note that the negative supply and earth ground are interconnected on the product. The power supply must have an SELV output, such as Puls ML15.241, Mean Well MDR-20-24 or equivalent. The Mean Well MDR-20-24 can be purchased from Fife as part number 93157-024.
Supply current	–	175 mA, maximum
Internal fuse	–	6.3 A, fast blow.
Maximum gain	–	32:1
Tare adjustment	–	90% of load cell rating.
Load Cell Excitation voltage	–	5 or 7.5 VDC, 200 mA maximum
Load cell input	–	1.5 mV/V to 100 mV/V
Tension update rate	–	2 ms
Tension resolution	–	14-Bit
Ethernet	–	2 ports 10/100 Mbps
Fieldbus support	–	Modbus TCP Ethernet/IP PROFINET IO
Temperature effect on zero	–	0.01% of full scale per °C
Temperature range		
Operating	–	0° to 60°C (32° to 140°F)
Storage	–	-20° to 80°C (-4° to 176°F)
Climatic Class	–	3K3 (EN60721)
Pollution Degree	–	2 (IEC664-1)
Relative Humidity	–	5% to 85%, non-condensing
Enclosure	–	IP65

10.0 Service

To request service or to get replacement parts, contact one of the following addresses or your regional office.

Fife
222 West Memorial Rd.
Oklahoma City, OK, 73114
USA
Phone: 1.405.755.1600
Fax: 1.405.755.8425
Web: www.maxcessintl.com

Fife-Tidland GmbH
Max-Planck-Strasse 8
65779 Kelkheim
Deutschland
Telefon: +49.6195.7002.0
Fax: +49.6195.7002.933
Web: www.maxcess.eu

When ordering replacement parts, please indicate, where possible, part number, drawing number and model description.

If it is necessary to return this product for service, take care to properly package the unit to prevent damage during shipment. If possible, use the original shipping containers.

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