

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

SUBJECT: DC2020-001 DIO wiring requirement

Affected Products: All DIO Boxes with Internal Power selected - QC-DIO-()

Affected Date Range: All Serial Numbers from initial launch

Related Issue #: Engineering Change Number 1404490. [IR CAPA #1745404](#)

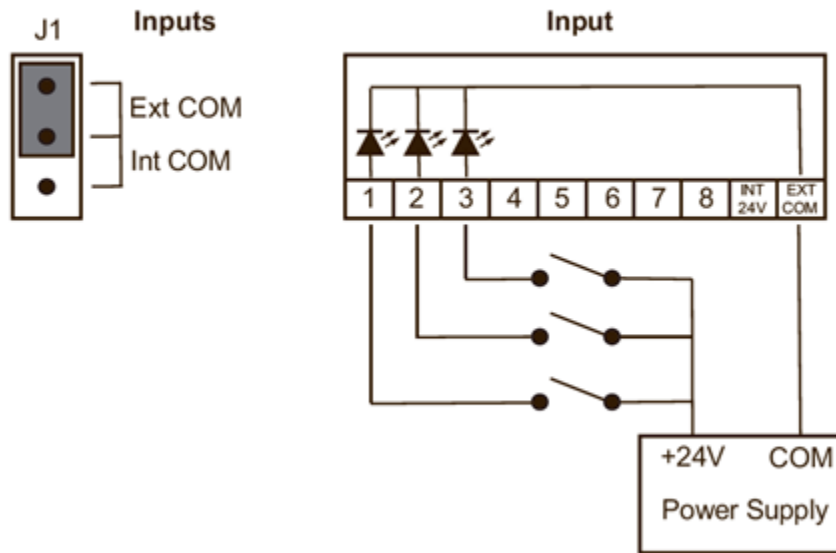
Issue Description:

DIO Box inputs stop functioning. The internal 24V, when used for powering external loads may create a ground loop that causes an electrical overstress condition
As a precautionary measure, we are asking for your cooperation in using an external 24V power supply to ensure the proper grounding of the DIO box, controller and tool.

Actions Required:

Loosen and remove the four screws (screw 6-32 x 3/16", pan head, black) to open the DIO box and set the red jumper on the EXT COM position. Then use the 'Wiring Inputs Using External Power Supply' diagram supplied with the box.

Wiring Inputs Using External Power Supply



Utilize the power supply below, or an equivalent.
QCX-24V-PS (47658889001) POWER SUPPLY, 24V QCX-24V-PS (47658889001) POWER SUPPLY, 24V

Material Disposition:

N/A

Warranty Strategy:

Claims for this repair/modification are warrantable if the DIO Box is still within the warranty period, and there are no signs of abuse.

File a non-serialized Machine Claim in the warranty system for the DIO Box. File a non-serialized Machine Claim in the warranty system for the DIO Box..

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Causal Part	Failure Location	Service Procedure Job Code
QC-DIO-8CH	EE-802 power supply	EE-802-AA

For Additional Information:

Browse the Knowledge Base: <https://irtoolhelp.ingersollrand.com>

Submit a [Request](#) for assistance

Technical and Warranty Support: Contact Ingersoll Rand Technical Support/Warranty at irtoolhelp@irco.com.

Phone: 800-483-4981

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Document Revision History:

Revision	Date	Comments	Responsible
01	19 AUG 2020	Original issue	Mike Zalot