

Support Bulletin-SB-24-10012

Date-4.15.2024

Title: Actuator Incorrectly Reporting “Product Valve ‘X’ Failed to Close”

Product Line: Spray Tender

Model: QuickDraw 3000

Level: Public

Author(s): Andy Boyle

Revision Letter:



Overview:

Symptom: QuickDraw alarm “Product Valve ‘X’ Failed to Close” is present when the valve is in fact closed. This is caused by the software incorrectly reading the valve position sensor resulting in an incorrect reading.

Affected Systems: QuickDraw 3000 Cabinets manufactured between November 1st 2023 and April 9th 2024 utilizing a 1” KZ Valve Assembly (PN 103-2101Y1) may display a “Product Valve ‘X’ Failed to Close” Alarm while running a batch. Affected cabinets will contain a Valve Assembly PN 103-2101Y1 and Actuator PN 104-3614Y1

If your Cabinet meets all three of the following criteria proceed to the “Solution” steps outlined in this bulletin.

1. Cabinet was manufactured between November 1st 2023 and April 9th 2024 (See Image 1)
2. The 1” Product Valve Assembly displays sticker PN 103-2101Y1 (See Image 2)
3. The Product valve “Command Position” displays 0 and the Product Valve “Actual Position” displays a value larger than 5 (usually a position reading of 30-50). This can be viewed by pressing the “Manual Controls” Button on the run screen (See Image 3 outlined in red) and viewing the affected Product Valve (See Example Image 4 outlined in red)

Solution:

- Please follow the steps below to resolve the issue.
 1. Proceed to [QuickDraw Software Updates](#)
 2. Download and install the latest QuickDraw 3000 Software Version. (Software Rev: V2.4.7 or greater and Display Rev: 3.4.7 or greater)
 3. If the issue persists after updating to current software then follow steps outlined in Images 5-12 below to turn off “CAN Jog Mode Enabled” This will display a Red X when off and a Green Check when on.



Image 1

QuickDraw 3000

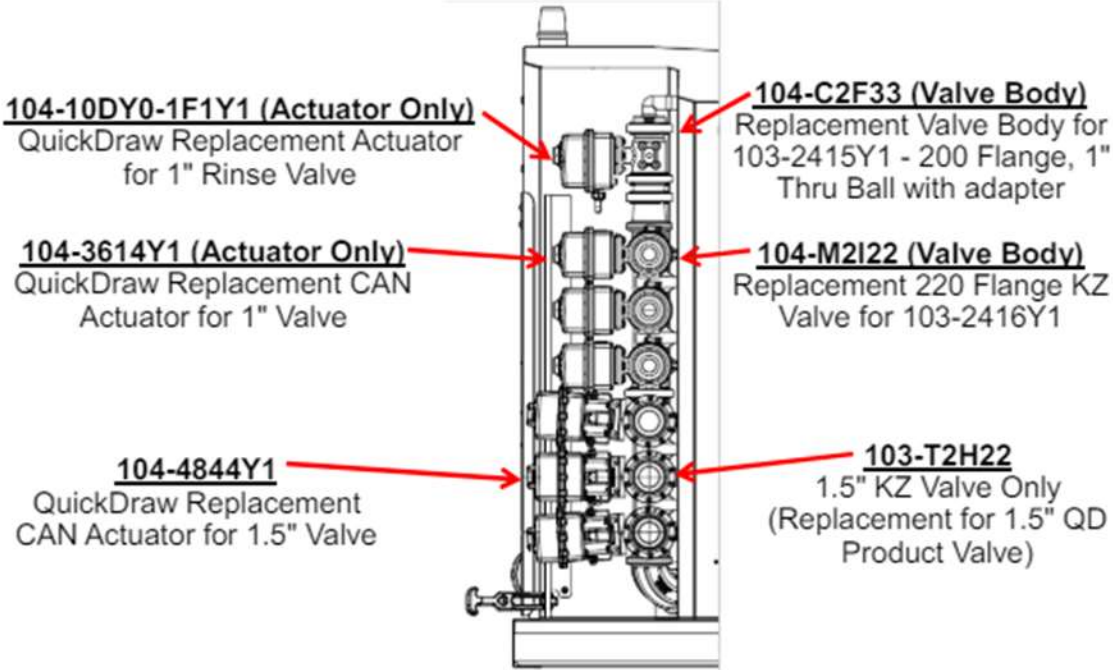
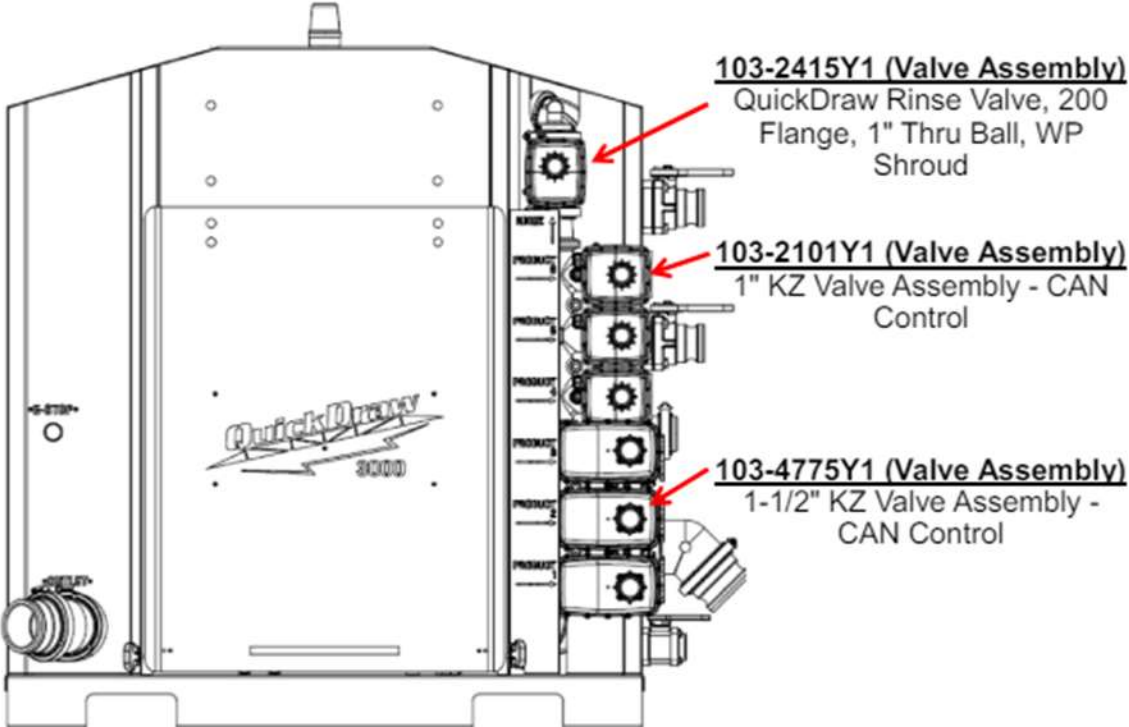


Image 2

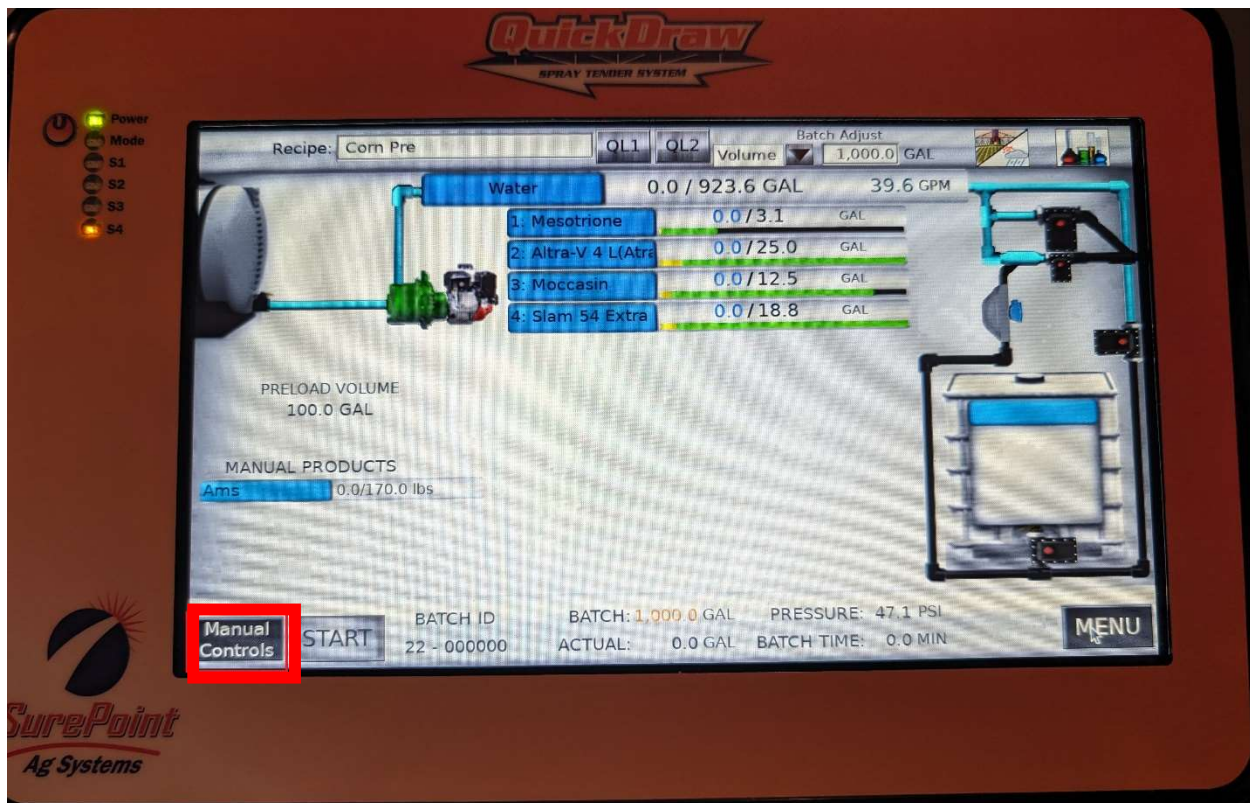


Image 3



Manual Controls

	SET POSITION	COMMAND POSITION	ACTUAL POSITION
Valve 1	0	0	0
Valve 2	0	0	0
Valve 3	0	0	0
Valve 4	0	0	32
Valve 5	0	0	0
Valve 6	0	0	0

1 PSI

2 Inch 3 Inch Valve Rinse

DATA

Start Pump Start Boost

Kill Pump Start Purge

RUN

Image 4

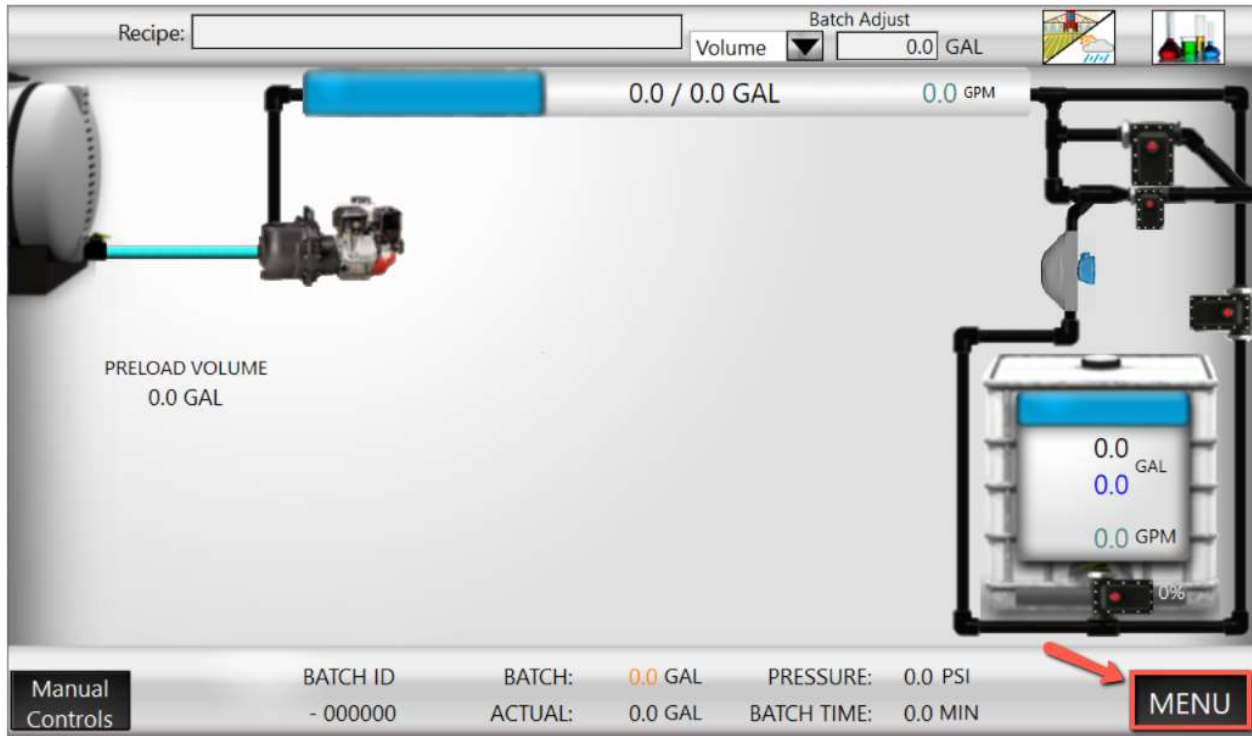


Image 5



Image 6

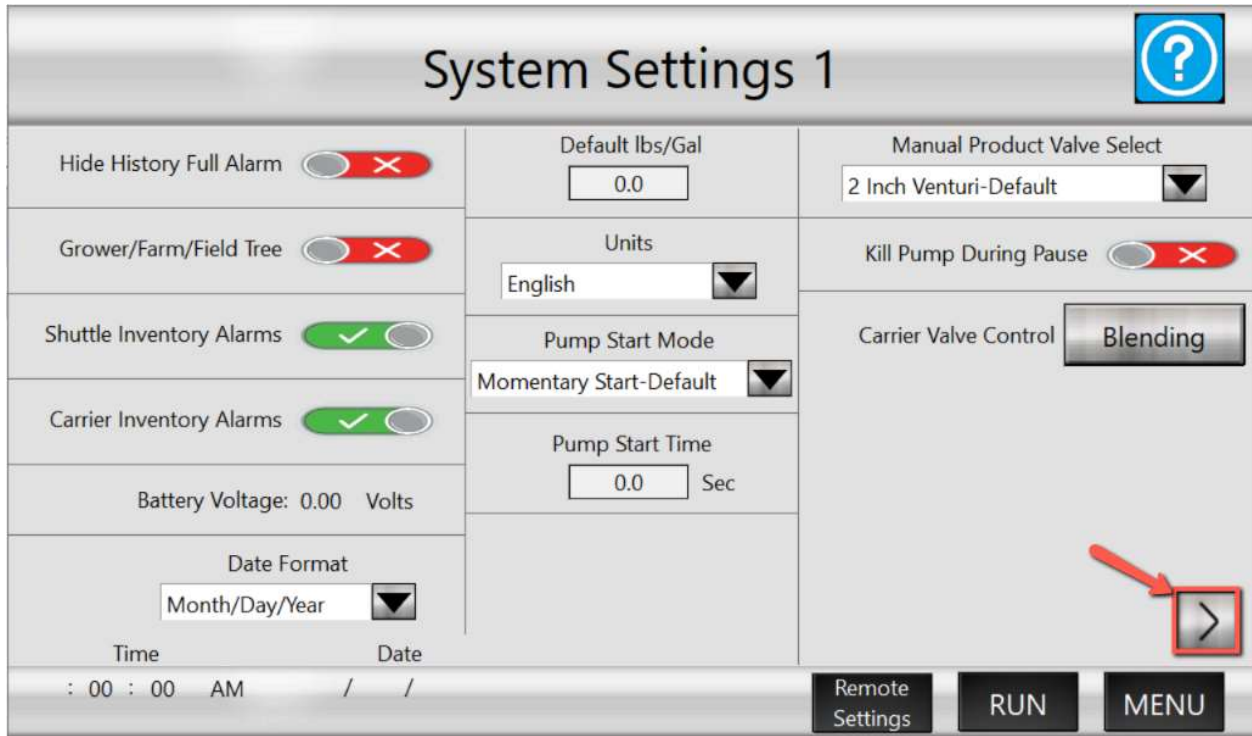


Image 7

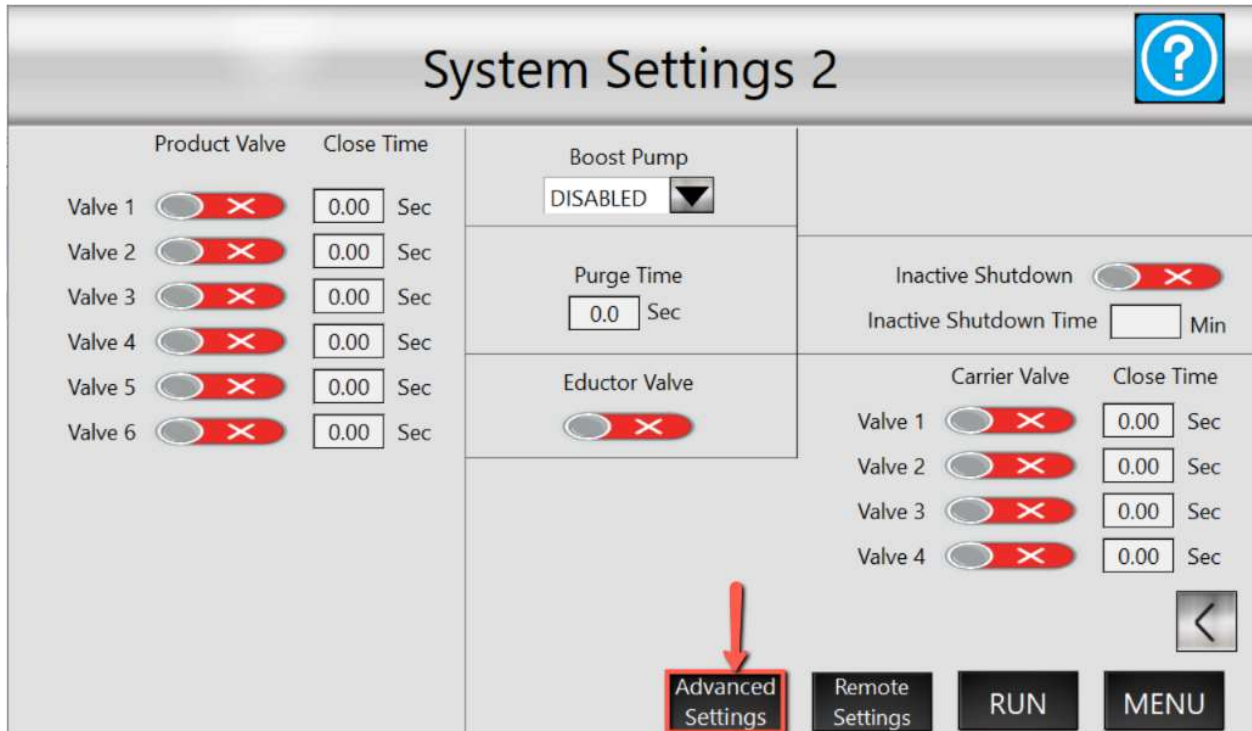


Image 8

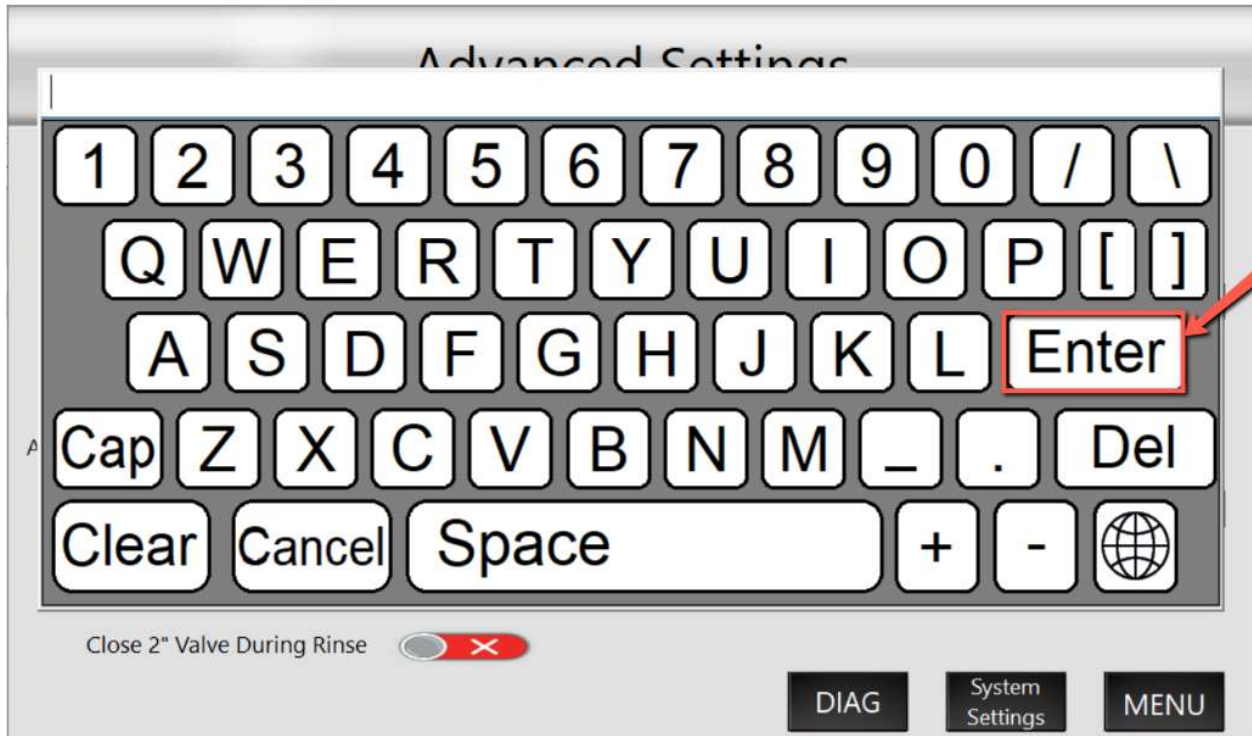


Image 9

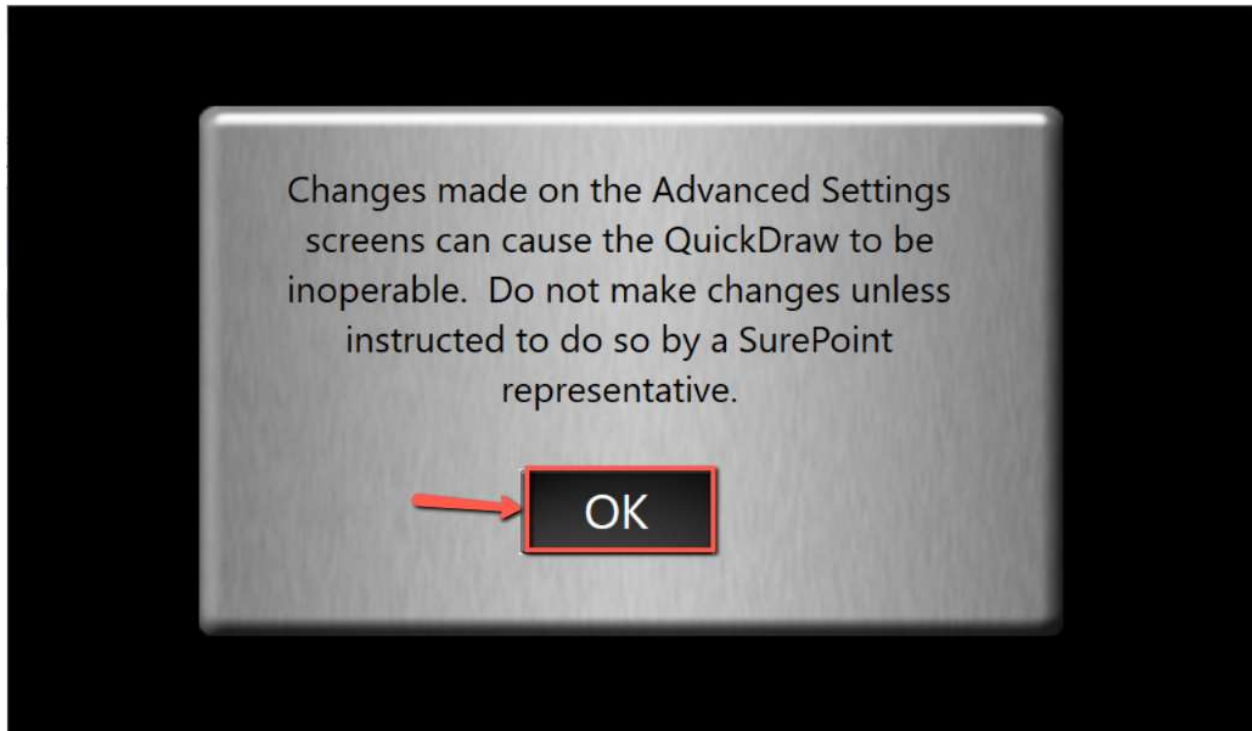


Image 10

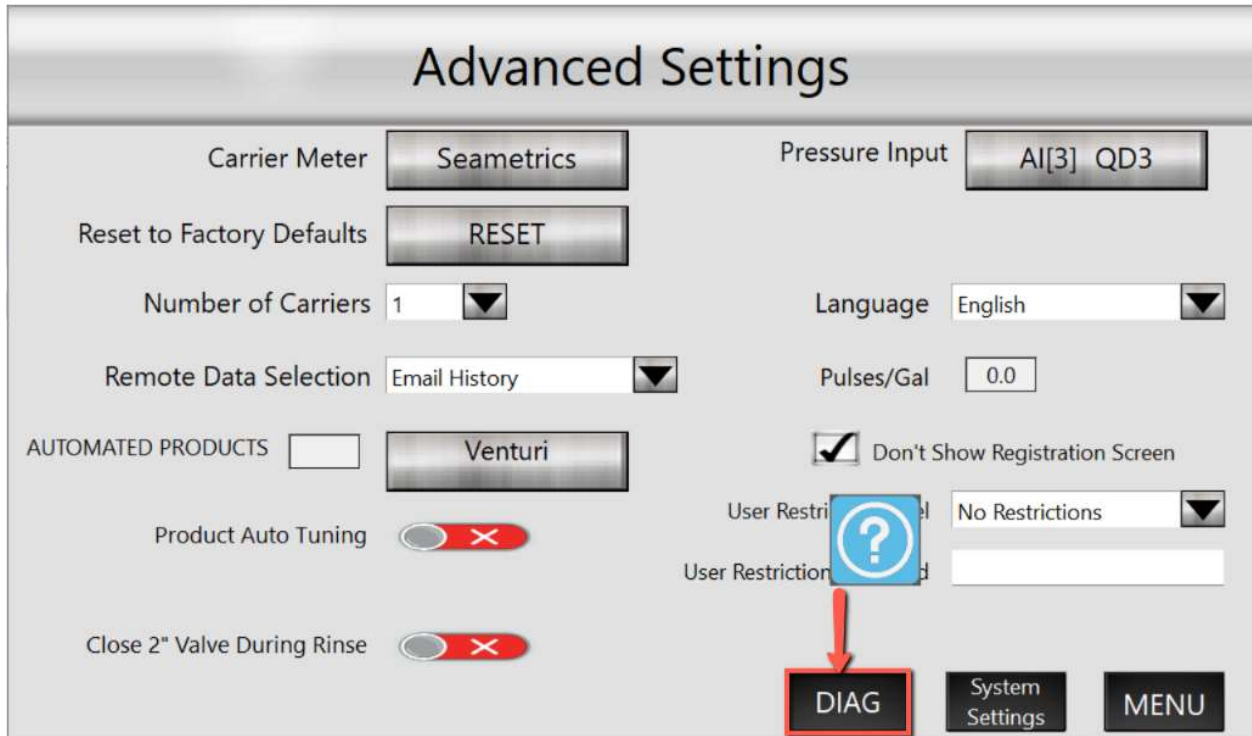


Image 11

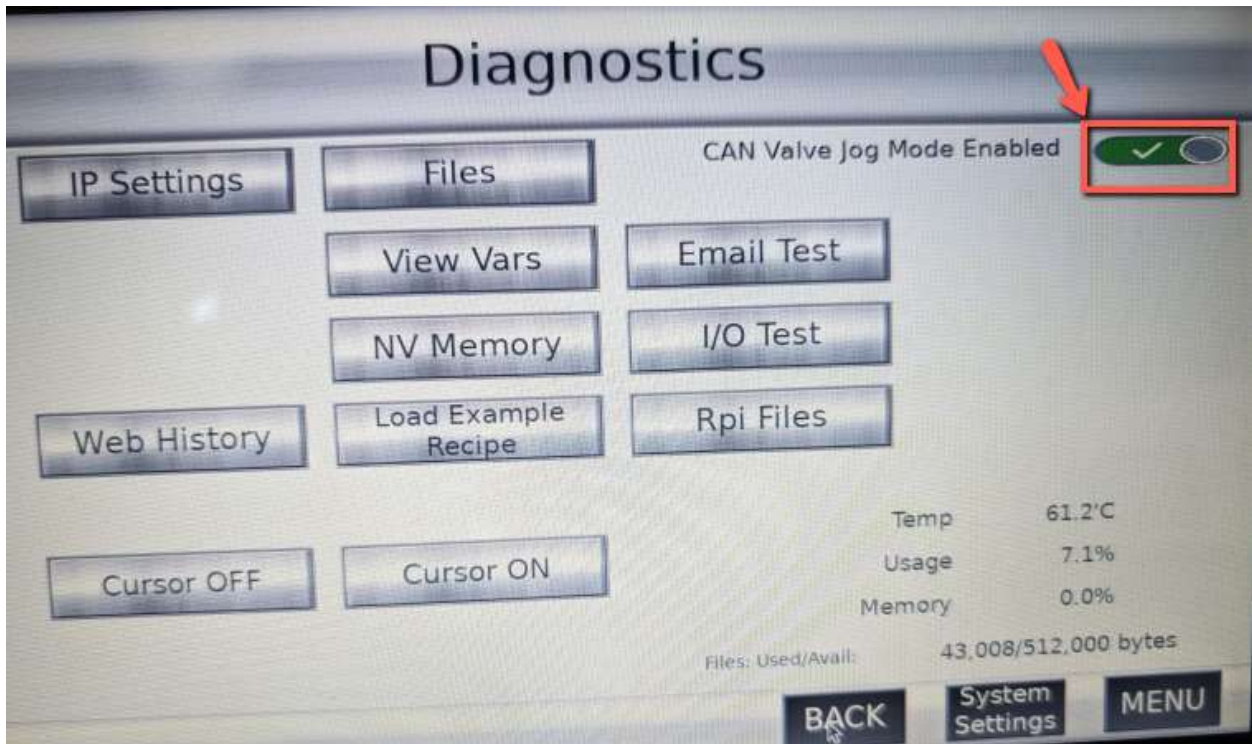


Image 12