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SOURCE: Compaq Computer Corporation INFORMATION BLITZ

INFORMATION BLITZ TITLE:

Incorrect connection of fans in DWLPB-CX can destroy them.

DATE: March 2,1999

INFORMATION BLITZ #: TD 2611-CR

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PRODUCT NAME(S) IMPACTED: AS8200, AS8400RM, GS60, and GS30E

PRODUCT FAMILY(IES):

PRODUCT NUMBERS:

Storage _____
Systems X
Networks _____
PC _____
Software _____
Other (specify) _____

PROBLEM STATEMENT:

While servicing the DWLPB option, it is possible to INCORRECTLY insert the 3-pin fan connector to the power daughtercard far enough to apply +48volts to the fault signal connector. The fault circuitry in the fan can not withstand this voltage even momentarily. This usually results in a fan that gives a constant fault signal, which turns off the 'Power OK', LED. In some cases, it may never signal a fan failure. This could result in permanent damage to the PCIA motherboard. In some cases, the damage may exhibit itself only intermittently

PROBLEM SYMPTOM:

Both fans spin but 'Power OK' LED does not light or stopping a fan manually does NOT extinguish 'Power OK' LED. Some unexplained system hangs may be attributed to intermittent false fault signal.

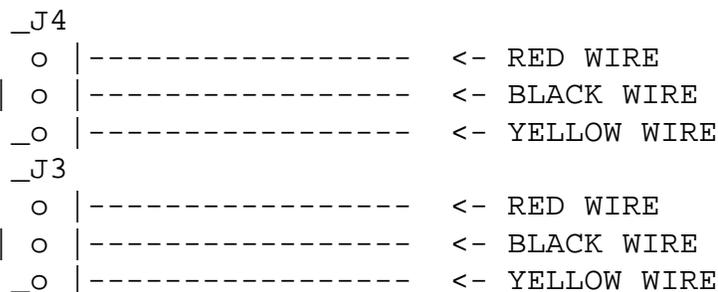
SOLUTION:

When connecting the fans to the daughtercard, ensure that the wires come off the connector AWAY from the grillwork through which they are fed and the RED wire is to the closest edge (See diagram 1). If the symptoms appear or you suspect that a fan had been previously plugged in incorrectly; replace fan (12-23609-19) immediately.

ADDITIONAL COMMENTS:

Make sure new fan has date-code 960710 or higher.

Diagram 1.



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