



Important Product Information

for

Smart Stack Stepper Module HE800STP100

a. Products Affected

- HE800STP100

b. Conditions Observed with the HE800STP100

When the OCS/RCS or the FOX base voltage drops below the specified operating voltage, the step output can send a false pulse train out of the Step output of the STP100. The effect is a chattering of the stepper motor.

This condition can occur when the voltage of the OCS/RCS or FOX base drops below the specified operating voltage.

The operating voltages for the controllers are as follows:

- HE500OCS100/110 = 10 – 30 VDC (Ideal 24 VDC)
- HE500OCS200/210 = 10 – 30 VDC (Ideal 24 VDC)
- HE500OCS250 = 10 – 30 VDC (Ideal 24 VDC)
- HE800RCS116/210/250 = 10 – 30 VDC (Ideal 24 VDC)
- HE800FOX104/404 = 9 – 30 VDC (Ideal 24 VDC)

c. Resolution

If the condition listed above is observed, the issue is resolved by providing the proper power to the OCS/RCS or FOX base. Contact the Horner APG Technical Support with any questions on this condition. To contact the Technical Support department, dial 1-877-665-5666 extension 3 or e-mail at techsppt@heapg.com.

Eric Broyer
Technical Support Manager
Horner APG, LLC