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Re: MAXv Controller Stability Issue

Dear Customer:

We have been working closely with some users of the MAXv on an issue of unexplained crashes and resets with some of the MAXv motion controllers. In some cases the controllers would never fail while in others they fail rather often.

This issue has been isolated and is the result of a change in a component by the manufacturer that worked into our supply as the inventory of components cycled. The specific signals on the MAXv controller were isolated and through a couple component changes on the PCB the issue is resolved. This change is independent of the firmware version on the board and was implemented in production starting with serial number 967.

Pro-Dex, Oregon Micro Systems is offering this fix for free to any MAXv of serial number 966 and lower. Because this fix involves the removal of components and soldering of new ones this is not something that can be done effectively in the field and the controllers need to be returned to the factory. To obtain this fix please contact Customer Service (customer.service@pro-dex.com, 800-707-8111) for an RMA number.

Thank you for your business. Please contact us with any questions that you might have.

Best regards,

Phillip Brown
Vice President, General Manager
Pro-Dex OMS