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## Pneumatic Control Module (PCM) – Support Request

### Warranty Policy

Cross The Road Electronics, LLC warrants our products to be free from defects in manufacturing, materials and workmanship for a period of 90 days from the date of purchase. This warranty covers normal use as described in the product manual and within the limits specified in any applicable data sheet(s). This warranty does not cover abuse, misuse, incorrect wiring, alterations, connector damage, or robot competition damage.

Please answer **ALL** of the questions below if requesting support and/or replacement:

1. Date of purchase or receipt of the PCM? \_\_\_\_\_
  2. Which distributor did you receive the PCM from? \_\_\_\_\_
  3. What is the PCM doing that does not meet your expectation? \_\_\_\_\_
  4. Is this a Weidmuller button/connector issue?      **YES**      **NO**
    - 4.1. **If YES** – Describe the issue on the line below and then return this form:  
\_\_\_\_\_
  5. Was power ever connected backwards to the “Vin” on the PCM?    **YES**      **NO**
  6. Was power ever connected to “Compressor Out” on the PCM?    **YES**      **NO**
  7. What is the “VSOL” (solenoid voltage) jumper set to on the PCM?    **12V**      **24V**
    - 7.1. What is the required voltage of the solenoids you are using?    **12V**      **24V**
  8. What make and part #/model # compressor are you using? \_\_\_\_\_
  9. When the PCM is correctly wired, powered on and the robot is enabled, what is the **color AND blink type** of the status LED on the PCM? Please refer to page 16 in the PCM User’s Guide section 3.3.4 Complete LED Guide when answering this question:  
\_\_\_\_\_
    - 9.1. Based on your answer above, what **Problem** is indicated with this color and blink type (refer to the problem listed in the above referenced table)? \_\_\_\_\_
  10. Please refer to section 4 in the PCM User’s Guide – Troubleshooting Tips and Common Questions (pgs 17 – 19). The best method for root-causing wiring or software issues is to check the conditions listed in 4.1.1 through 4.1.7 **in sequential order**. Which step # does the PCM fail to perform? \_\_\_\_\_
  11. Were you able to replace the PCM with another known good PCM wired in the same configuration to resolve the issue?    **YES**      **NO**
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