



Power Distribution Panel (PDP) – 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 PDP? _____
2. Which distributor did you receive the PDP from? _____
3. What is the PDP 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 “Vbat” battery terminal on the PDP? **YES** **NO**
6. Was a motor or compressor ever directly powered from the PDP itself? **YES** **NO**
 - 6.1. **If YES** – What exactly was powered directly from the PDP? _____
7. Are the 10 A and the 20 A blade fuses electrically good and seated fully into the PDP? **YES** **NO**
 - 7.1. **If NO** – Explain the fuse problem: _____
8. When the PDP is correctly wired, powered on and the robot enabled, what is the **color AND blink speed** of the STAT LED and COMM LED on the PDP? Please refer to page 16 in the [PDP User’s Guide section 3 LED States](#) when answering this question:

9. When the PDP is correctly wired, powered on and the robot enabled, is the PDP seen with its own unique ID in the roboRIO Web-based Configuration page? **YES** **NO**
 - 9.1. **If NO** – refer to section 4.6 in the [PDP User’s Guide – CAN Device does not appear in web page diagnostics](#) (pg 18). Have you tried the corrective procedures listed on this page? **YES** **NO**
10. Were you able to replace the PDP with another known good PDP wired in the same configuration to resolve the issue? **YES** **NO**