

Service Memo for Tactile M 4000:

Problem: Motorfaders do not move correctly or randomly start to move

Cure:

The wipers of the motorfaders will loose the proper contact to the tracks of the fader due to dust, hair etc. which has fallen into the fader-slot and now is under the wipers. This way there is no more proper contact to adjust for the correct fader position.

First check:

Please press the following keys on the keyboard below the LCD-screen:

CLR 41582525 ENTER to recall the fader test programme.

Now the LCD screen will display 4 selectable positions for the motorfaders by pressing **F 1** to **F 4** keys. If you press **F 5** key, you will leave the test-programme.

When test programme is active, please select F 1 for max. travel of the faders.

Look out for the faders which are moving too slow or get stuck somewhere.

Note them down on a sheet of paper.

Repeat the steps by pressing F 1 and F 4, so all faders will have to travel the full length. Always watch the faders moving and, if there is one too slow, hanging or not moving at all, please note the number on your paper.

Then switch OFF the console and the audiorack.

Open the fader-panels where the defective faders have been located in.

Take the faders out of the console, be careful when disconnecting the wires from the control PBC. Always disconnect the fader on the fader-side, not on the main PCB.

Look at the bottom side of the fader. You will see 5 mechanical "locks" on the left and right side. Take some small plyers and gently press the locks together – but not too tight!! Always leave 1 to 1,5mm space between the two forks.

When all 10 locks are open, slightly pull the bottom side away from the fader body, best is, to flip open the fader towards the side where the motor is. This will now look like a V. Be careful, as inside the fader there is the drivebelt of the wipers, which may be broken if you do not take maximum care.

When the fader is open, you can see the wiper (3 of them) which mostly are covered with dust, hair etc. Carefully remove the dust and all other parts which normally have nothing to do with a fader.

Have some special fader-spray handy and spray some of the cleaner onto a Q-tip and wipe clean the fader-tracks. The Q-tip will become quite black – this is from the dust and the oil and the scratched off material from the tracks.

Re-assemble the fader carefully so the 10 locks will look through the slots where they hold the bottom of the fader to its body. Take a small screwdriver and bend the locks towards the outside of the holes.

Now spray some of the cleaning-spray inside the fader (through the long slot on the top) and move the fader a couple of times. Make sure that the spray can get out of the inner fader through the top part of the fader – this will avoid the spray to get inside the motor.

Now put back the fader in it's position and connect the wire from the control-panel.

Switch ON the console and recall the fader test programme:

CLR 41582525 ENTER

Now press F 1 to F 4 and see how the fader you just have cleaned is reacting.

If it is O.K. you have done a good job and can start looking for the next candidate!

If the fader you just have cleaned looks all right to you, you can make a crosscheck of the faders:

Disconnect the fader you just have cleaned and then disconnect the fader next to it. Swap the connecting cables.

Now recall the fader test programme and repeat the test-procedure.

If now the fader you have cleaned is not working, but the other fader does, the fader you have cleaned is not O.K. and should be exchanged for a new one.

You may order new faders with or without the sensor PCB. We stock plenty of them here in Germany.

If there is only one fader which causes you some headache, you may put it into the Digital fader position, if the digital output is not needed. So you have some more time to order new faders.