

Technical Practice

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MODEL 702 POWER SUPPLY

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1. General Description

1.1 PRACTICE In the event that this practice is reissued, the reason for the reissue will be stated in this paragraph.

1.2 PRODUCT OVERVIEW The Model 702 Power Supply provides a filtered and regulated 24Vdc output with a maximum current of 4A. In addition, the 702 provides 10W of sine-wave ring power (87Vrms nominal at 20Hz). The nominal input voltage is 120V, 47 to 63Hz, with an allowable input voltage range of 95 to 135V. The Model 702 is Underwriters Laboratories, Inc. Listed.

1.3 FEATURES Model 702 features include two LED status indicators, talk-battery-quality DC output, 10W of ring power, wide input-voltage operating range, output short-circuit protection, and simple installation. DC output present and ring power present LEDs are provided as installation, operation, and maintenance aids. The DC output is expressly designed for a wide range of telecommunications applications, including acting as a source of talk battery. The output noise, especially over the voice band, was carefully minimized. The ring supply provides 10W of digitally synthesized 20Hz sine wave, with a nominal voltage of 87Vrms. The wide input-voltage range, 95 to 135V, allows operation even when the power source deviates significantly from nominal 120V. The Model 702's circuitry is designed for robust performance. The outputs are

short-circuit and over-current protected, automatically returning to normal operation when fault conditions are removed. The unit is completely self-contained in a compact wall-mounted cabinet. Output interconnections are made using a 5-conductor removable screw terminal strip. Input power is connected using a standard 3-conductor cord and plug.

1.4 PHYSICAL DESCRIPTION The Model 702 consists of a precision-fabricated printed circuit board, mounted in a painted steel enclosure. The Model 702's overall dimensions are 6.2 inches (15.8cm) high, 9.5 inches (24.1cm) wide, 2.3 inches (5.8cm) deep, and weighs 3.8 pounds (1.7kg). It wall mounts with two screws.

2. Applications

2.1 PRIMARY APPLICATION The Model 702 Power Supply is intended to serve a wide range of telecommunications applications. As previously mentioned, the quality of the DC output makes it compatible with talk battery applications.

2.2 FLOATING OUTPUTS The Model 702 has floating outputs. The DC output can be configured to provide positive or negative ground-referenced DC voltage. Either terminal of the ring output can be connected to ground if required. The DC and ring outputs can float up to $\pm 150V$ away from ground, allowing use in special applications. The DC and ring outputs can be wired to create a battery-biased ring source.

2.3 UL LISTED VERSUS UL RECOGNIZED The Model 702 has been tested and approved by Underwriters Laboratories, Inc. as a Listed power supply. UL is a not-for-profit organization which serves as an independent testing agency, assisting manufacturers in the process of designing and building safer products. They are not affiliated with any governmental body. UL works with industry to establish standards and testing procedures for products in hundreds of categories. Gordon Kapes, Inc. works with UL under the UL1459 telephone equipment standard.

UL has two main standards categories for which a product can be tested: Recognition and Listing. A Recognized product has been tested for use as part of another product or system, and is not intended as a stand-alone item. A Recognized product is allowed to display the RU mark, where the "R" is displayed backwards. Recognized products are frequently used as part of a finished product.

A Listed product is one that has passed the requirements of a complete, independent unit. Listed products are granted the right to display the UL mark, a circle with the letters "U" and "L" in it. Often a manufacturer will imply that a product is UL Listed, when actually it is only Recognized. Many telephone system components, including power supplies, are Recognized rather than Listed but are actually installed in end-use applications. Gordon Kapes, Inc. felt that it was important for the Model 702 to be tested and approved as a Listed item. This helps to ensure the unit will perform in a safe manner, and that compliance with most electrical codes are met.

3. Installation

3.1 WORDS OF CAUTION As with any product, installing the Model 702 requires a safety-first approach. The Model 702 is intended for wall mounting only in a dry location.

3.2 CHECKING FOR DAMAGE The Model 702 should be inspected for damage immediately upon receipt. A claim should be filed with the shipper if damage is found. A replacement should be ordered if necessary.

3.3 INSTALLATION KIT Included in each Model 702 shipping carton is a mounting kit. Each kit contains two #8 pan-head screws (type A, 3/4-inch long).

3.4 SELECTING A MOUNTING LOCATION Because the Model 702 is intended for wall mounting only, you must select a suitable position on the equipment room wall, preferably on a wooden backboard. Two factors come into play as you select the "perfect" mounting: air flow and proximity to an AC outlet. The openings in the cabinet must remain clear to allow adequate ventilation. Also, ensure that the cabinet is not located underneath terminal blocks where small pieces of wire could fall into the unit. Do not install the Model 702 on the bottom of a wiring frame, i.e., the MDF! The Model 702 contains a 6-foot (2 meter), 3-conductor power cord. Select a mounting location that allows convenient access to a grounded AC outlet.

3.5 MOUNTING THE UNIT Mount the Model 702 using the two screws supplied in the installation kit. These screws are intended for use with a wooden-backboard surface (minimum thickness 3/4-inch). The Model 702's cabinet is outfitted with

two keyhole screw slots. Use one screw per slot and securely fasten the unit to the backboard. Do not plug in the power cord at this time. You will be instructed to do so later in this section.

3.6 OUTPUT CONNECTIONS Before connecting to the DC and ring outputs ensure that the power cord is not plugged into the selected AC outlet. Be certain that neither of the status LEDs are lit. The DC and ring output connections are made via a 5-position plug-in terminal strip. The terminal strip is located on the bottom face of the unit, adjacent to the where the power cord exits the chassis, as illustrated in Figure 1.

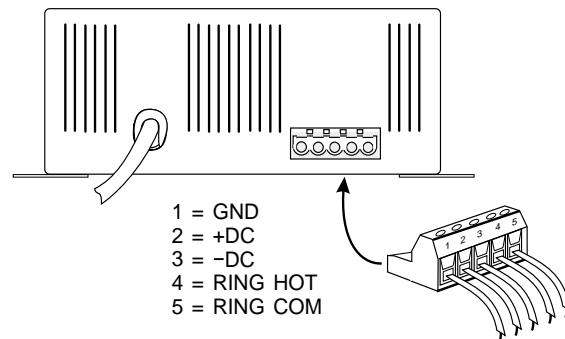


Figure 1 Model 702 cabinet showing 5-position plug-in terminal strip.

Remove the terminal strip by firmly grasping it with your fingers and pulling it straight away from the cabinet. Do not wire the terminal strip while it is attached to the power supply. Once it is removed, a small straight-blade screwdriver is required to loosen the clamp screws. The interconnecting wires are slipped into the openings of the terminal strip, and then the screws are tightened to secure the wires into place. A minimum wire gauge of #20 AWG or larger is recommended. (Remember that the smaller the AWG number, the larger its current rating.) Although not required, using a wire that is "heavier" than is technically necessary will help to minimize the resistance, and the resultant voltage drop, between a power source and the equipment being powered. After the wires are secured into the terminal strip, plug it back into the socket on the Model 702. Ensure that the terminal strip is firmly mated with the socket.

3.7 SELECTING THE DESIRED DC OUTPUT SCHEME As mentioned previously, the DC output is floating (isolated) in respect to earth ground. The DC output can be connected to the equipment to be powered in this manner, or it can be referenced to earth ground. In telecommunications applications it is typical to utilize a positive ground, with the DC output configured to be -24Vdc in respect to earth ground. This is easily accomplished by strapping terminal strip pin 1 (GND) to pin 2 (+DC) and using this combination as the ground connection to the load, shown in Figure 2. The -24Vdc is then connected from pin 3 (-DC) to the load. Note that pin 1 is internally connected to both the Model 702 chassis and the safety ground wire of the power cord.

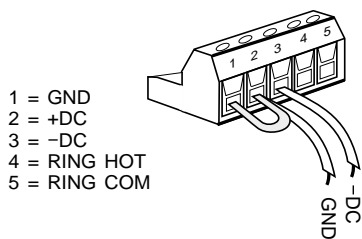


Figure 2 5-position terminal strip showing DC output connected for a positive ground scheme.

Alternately, a negative ground scheme, shown in Figure 3, is created by strapping pin 1 (GND) to pin 3 (-DC) and using this combination as the ground connection to the load. +24Vdc is then connected from pin 2 (+DC) to the load.

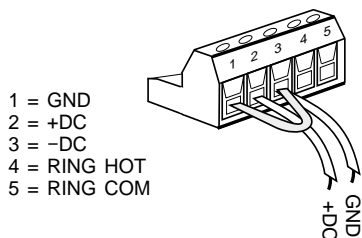


Figure 3 5-position terminal strip showing DC output connected for a negative ground scheme.

3.8 RING OUTPUT CONNECTIONS As previously mentioned, the ring output is floating (isolated) in respect to earth ground. The ring output can be connected in series with the DC output to provide battery-biased ring. Figure 4 shows a typical telecommunications application, where the DC output is connected in a positive ground scheme, and the ring output is connected for battery-biased operation.

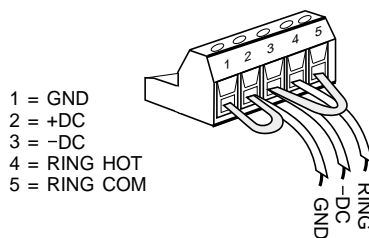


Figure 4 5-position terminal strip showing DC output connected for a positive ground scheme and ring output DC biased.

3.9 CONNECTING POWER Before the Model 702's power cord is plugged into a 120V outlet, ensure that all output connections have been made between the unit and the equipment to be powered. Now plug the power cord into the designated AC outlet. The status LEDs should light, indicating that the unit is producing DC and ring voltage. Do not secure the power cord to the wall. It must hang free to allow rapid disconnection if circumstances require. Attaching the power cord to the wall surface creates a safety hazard and may be an electrical-code violation.

4. Testing and Operation

4.1 INSTALLATION REVIEW By this point, the connections should have been made between the Model 702 and the equipment to be powered. The power cord should have been plugged into the selected AC outlet. Confirm that the power cord is hanging free and is not attached to the wall surface. The vents must be clear to allow air flow.

4.2 STATUS LEDs The Model 702 provides two status LEDs. The DC output LED lights steadily any time power is supplied to the unit and 24Vdc is present on the output. The ring output LED will light continually, with a slight pulsating look, any time power is supplied and ring voltage is present on the output. If either, or both, LEDs do not light, or appear to flash rapidly, a wiring error exists. Check the installation and refer to Section 7 of this practice for troubleshooting assistance.

4.3 TESTING THE ASSOCIATED EQUIPMENT Now that 24Vdc and ring voltage are being produced, check each piece of equipment that is being powered. If possible, use a digital volt meter to check the DC output for nominal 24Vdc (a reading of 23 to 25Vdc would be considered normal) and ring for nominal 87Vac rms (a range of 70-100Vac would be considered normal).

4.4 PLACING THE MODEL 702 INTO SERVICE The Model 702 should now be ready for a long, uneventful life. Normal operation should find both status LEDs lit.

4.5 MAINTENANCE The Model 702 requires no normal maintenance. It is recommended that the Model 702 be examined not less than once a year to ensure that the openings in the cabinet remain unobstructed. Long, reliable Model 702 life depends on its ability to stay cool. (This is not bad advice for all of us to live by!)

5. Circuit Description

5.1 GENERAL The circuit description is intended to familiarize you with the Model 702 for engineering and applications use. Repairs to the unit should not be attempted as they will expose you to dangerous voltage levels. Please refer to the block diagram, Figure 5, when reading this technical description.

5.2 FUSE In series with the AC-power input is a fuse that limits the amount of AC-line current that can enter the unit. Should the unit experience a catastrophic failure the fuse will open. A fuse that opens (blows) indicates a serious problem with the unit, and factory service is required.

5.3 INPUT FILTERING From the power cord and fuse, nominal 120V passes through an electromagnetic interference (EMI) filter. This filter limits the amount of high-frequency energy exiting the unit by way of the power cord. Across the AC-power input is a transient suppressor which protects the units from short-duration, high-voltage power line surges.

5.4 RECTIFIER AND FILTER From the EMI filter the input voltage is full-wave rectified, then filtered to provide high-voltage DC.

DC SUPPLY

5.5 PWM SWITCHING REGULATOR An integrated circuit, along with supporting components, forms a pulse-width modulator (PWM) switching regulator. Technically, the Model 702 implements a discontinuous mode flyback regulator. The operating frequency of the circuit is approximately 35kHz. Integral to the PWM circuit is a multiple-winding transformer. One input winding is driven by a field-effect transistor (FET)

which is controlled by the PWM output. A second winding on the input side of the transformer provides a feedback signal which provides power for the PWM circuit, and supplies a macro output voltage control signal.

5.6 OUTPUT RECTIFIER AND FILTER The secondary of the transformer provides a step-down function, as well as isolation from the AC line. A high-speed, high-efficiency rectifier is used to half-wave rectify the transformer's secondary. A capacitor is used to filter the rectified signal. It is at this point that the output DC is created. The DC output LED is connected to the circuit at this point.

5.7 OUTPUT VOLTAGE FEEDBACK AND CONTROL An optical coupler is used to send a scaled version of the output voltage back to the PWM circuit. This signal is used for precise control of the output voltage.

5.8 EMI FILTER An EMI filter is implemented to limit the amount of high-frequency energy that leaves the unit by way of the output terminals.

5.9 OPERATING CHARACTERISTICS Untold hours of hair pulling were spent optimizing the performance of the DC output. An area of critical interest is the operating characteristics of the DC output as the load current approaches, meets, and exceeds the rated maximum. The unit will supply DC power that meets all specifications for regulation and noise up

to the rated 4A output. At approximately 4.6A the over-current threshold is reached, and the PWM circuit shuts down. The PWM performs a restart approximately every 120 milliseconds. The circuitry restarts but will continue operation only if the DC output load is in the normal range. Note that unlike some power supplies, the Model 702 does not have to have the DC load removed completely, or the power cord unplugged, before the unit will restart. The Model 702 can have its DC output shorted indefinitely without damaging its circuitry. Every 120 milliseconds the DC output LED will "flash" as the circuit tries to restart. Remove the short and the DC output will return to nominal 24Vdc.

5.10 OUTPUT NOISE The DC output circuitry was carefully optimized to have extremely low noise over the audible frequency band. This is critical when the DC is used in talk-battery applications. The human ear is incredibly sensitive to hum and noise and doesn't tolerate "poor" DC. While a power supply can be tested using thousands of dollars worth of sophisticated equipment, one the best tests is to simply "listen" to its output. We use a linepersons handset, with an 400 ohm 5-watt resistor in series with its tip lead, connected directly across the DC output. By listening to the receiver, we can quickly "hear" the quality of the DC; the results can be enlightening. Good power supplies, like the Model 702, have

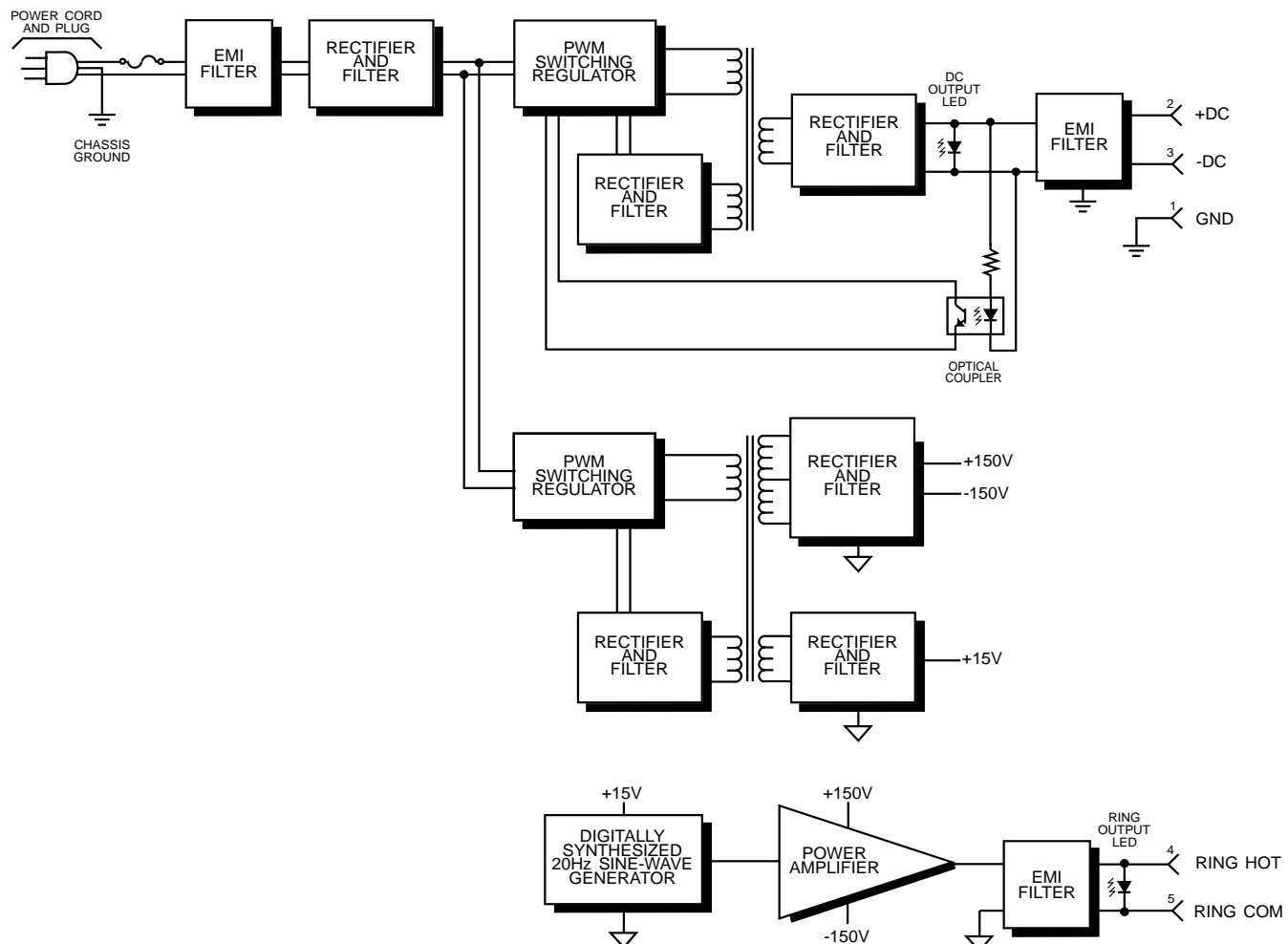


Figure 5 Model 702 Power Supply block diagram.

noise in the DC output that is almost imperceptible, even when the DC output is operating at its maximum rated load. Poor power supplies will put out a variety of sounds, including hums, hisses, and “popcorn.” This is especially true as the output load is varied over its rated range. We tested a beautifully built, very expensive power supply (fancy molded wall rack with plug-in modules) from a major manufacturer that made noises in the audible band that any “B” horror film would be proud to include! (Note that noise wasn’t its only problem, as the rated load was approached the DC output really fell apart; regulation was shot, and an orderly over-current shut down wasn’t provided.)

5.11 NOMINAL OUTPUT VOLTAGE When reviewing the specifications you may note that the stated DC output voltage is 24.5Vdc, rather than 24.0Vdc. The DC output voltage was set a little higher than 24Vdc for a simple reason. When an installer measures the output voltage, receiving a reading of 24Vdc or greater (absolute value) is desirable. Normal manufacturing tolerances, voltage drop in connecting cables, etc. can lead to minor voltage drops. An installer seeing 23.8Vdc might be under the assumption that the “24Vdc” is low, even though in actuality a reading of even a few volts lower than 24Vdc is acceptable. We felt that making it “look” better could prevent undue concern. This voltage setting, along with the excellent output regulation should keep the DC output very close to 24Vdc under all normal operating conditions. We hope our attempt at amateur psychology will make life in the field a little less stressful!

Ring Supply

5.12 PWM SWITCHING REGULATOR A pulse-width modulator (PWM) switching regulator circuit is used to generate three voltages: +15Vdc, +150Vdc, and -150Vdc. This circuit is quite similar to that used by the DC supply. As precise control of the voltages is not required, a secondary control loop, provided by an opto-coupler for the DC supply, is not required.

5.13 20HZ SINE WAVE OSCILLATOR An integrated circuit oscillator/divider, along with discrete components, creates a set of master clock signals. These signals are fed into the inputs of an 8-bit digital-to-analog converter (DAC) integrated circuit. The output of the DAC is connected to a low-pass filter, whose output is a 20Hz sine wave signal. The signal level is approximately 15Vpp.

5.14 HIGH-VOLTAGE AMPLIFIER The 20Hz sine wave signal is connected to the input of a high-voltage amplifier circuit configured for Class B operation. The +150Vdc and -150Vdc are the power supply “rails” used by the amplifier. The output of the amplifier is a 20Hz sine wave with a nominal output of 87Vrms.

5.15 EMI FILTER From the amplifier the signal passes through a low-pass filter to limit the amount of high-frequency energy that can leave the unit by way of the output terminals. The ring output LED is connected to the circuit at this point.

5.16 OPERATING CHARACTERISTICS An area of interest is the operating characteristic of the ring supply as the output load approaches, meets, and exceeds the rated maximum. The unit will supply ring power that meets all specifications up to the rated 10W output. At approximately 0.15A the over-current threshold is reached, and the PWM circuit shuts down. The PWM performs a restart approximately every 120

milliseconds. The circuitry restarts but will continue operation only if the output load is within the normal range. The unit does not have to have the ring load removed completely, or the power cord unplugged, before the ring output will restart. The Model 702 can have its ring output shorted indefinitely without damaging its circuitry. Several times each second the ring output LED will “flash” as the circuit tries to restart. Remove the short and the ring output will return to nominal 87Vac.

General Notes

5.17 DESIGN PHILOSOPHY With literally dozens of power supplies already on the market, you might be interested in why Gordon Kapes, Inc. went ahead and developed the Model 702 as part of a line of general-purpose power supplies. For years we have manufactured equipment that requires external telecommunication power sources was inexpensive and simple. However, after we built some special systems we found that obtaining power supplies that we liked was not at all easy. Many were old designs that used linear technology, weighed a ton and generated considerable heat. Others were intended for KSU mounting, which is not very common these days. Still others were setup for “Type 10” card edge mounting which isn’t always convenient. One supply purported to be filtered and regulated, but how they made that claim we couldn’t figure out! Others were quite good, excellent in fact, but were very pricey, didn’t have the right output current, or were hard to install. So in the end we felt that if we were having problems, maybe you were too! The following paragraphs detail some of the Model 702’s design highlights:

Clean, “Honest” 24Vdc Output: The Model 702’s DC output is a talk-battery-quality signal suitable for virtually any telecommunications application (within the rated load). The nominal 24Vdc output varies little with changes in input voltage and output load. In fact, over the rated 95 to 135V input range you should measure no change in output voltage. Tight output load regulation keeps the output voltage close to 24Vdc. From no load to full load you’ll find less than 0.5V difference.

Real 20Hz Sine-Wave Ring Power: The Model 702 does not generate some “funky” square wave or pseudo sine-wave ring signal. A digital circuit generates a genuine 20Hz sine wave. A robust amplifier circuit produces 10 watts of central-office-quality ring power.

Non-Detachable Power Cord: A non-detachable power cord was selected so that the Model 702’s input power could not accidentally become unplugged. Using a detachable 3-conductor power cord would be less costly from a manufacturing standpoint, look more “high-tech,” but wouldn’t best serve the Model 702.

Single DC Output Voltage: Some power supplies allow you to select the output voltage, such as 24 or 48Vdc. While this is convenient for the manufacturer, purchasing agents, and warehouses, we felt that having a selectable output voltage is not worth the potential downside. We have seen too many pieces of equipment get ruined because a switch was set to the wrong position. With the Model 702 you get a clearly labeled 24Vdc, 4A DC output. If your installation requires a different voltage, simply select a different Gordon Kapes, Inc. power supply unit.

Easy Installation: Some power supplies are difficult to mount, requiring adapter brackets or special enclosures. Other units make you remove the cover to allow connection to the outputs. Not so with the Model 702. The unit wall mounts using just two screws; we even provide the screws! A detachable screw terminal strip gives easy access to the outputs. Once installed, status LEDs tell you that the output voltages are present, or if the unit is in an over-current mode.

Smart Handling of Overloads and Short Circuits: Making the Model 702 “bullet proof” was probably the most important requirement. Overloads and shorts are a fact of life in the real world. (A fact that some power supply manufacturers seem to forget!) Some power supplies have the bad manners to blow a fuse if their outputs are shorted. (Not too good if you don’t have a replacement fuse.) Others shut down and require their power cord to be unplugged, then again plugged in before they’ll restart. Still others require the output loads to be disconnected before they’ll restart. As you might expect, the Model 702 behaves very nicely under duress. A continuous DC load of 4A is perfectly acceptable, however if the DC output current exceeds 4.6A (nominal) the DC output will shut down, with the DC output voltage dropping to 0. Several times each second the Model 702 will try to restart. The unit can continue in this mode indefinitely without damage. Once the DC load is brought to within the rated 4A range the output will again return to nominal 24Vdc. The power cord does not have to be disconnected, nor the output load removed, for restart to occur. A similar scenario holds true for the ring output. After about 15W of load the ring output shuts down. When the ring load again returns to the rated level, the ring output restarts.

Part of a Power Supply Family: In addition to the Model 702, Gordon Kapes, Inc. offers a number of power supply units with output voltages and currents to meet a wide range of requirements. Contact Gordon Kapes, Inc. for details.

6. Specifications

INPUT VOLTAGE

95-135V, 47-63Hz, single phase

INPUT CURRENT

2.1A rms steady state, maximum.

POWER CORD

3-conductor with plug, length 6 feet (2 meters), nominal, not detachable

OUTPUT CONNECTIONS

5-position detachable screw terminal strip

TRANSIENT PROTECTION

Input and output protected against transients

LED INDICATORS

Qty 2, indicates status of DC and ring output

OPERATING ENVIRONMENT

-10 to 50 degrees C, humidity to 95% (no condensation)

RADIATED NOISE COMPLIANCE

Complies with FCC Part 15, subpart J, class A for radiated and conducted emissions

RELIABILITY

MTBF: 34 years, per Method 1 of Bellcore
TS-TSY-000332, Issue 3, September 1990

SAFETY COMPLIANCE

Underwriters Laboratories, Inc. Listed Power Supply

DIMENSIONS

6.2 inches high (15.8cm)

9.5 inches wide (24.1cm)

2.3 inches deep (5.8cm)

WEIGHT

3.8 pounds (1.7kg)

MOUNTING

Wall mounted only using two #8 pan head screws

DC SUPPLY

OUTPUT VOLTAGE

24.5 ±1Vdc (with 100mA minimum load)

OUTPUT CURRENT

4A maximum, continuous

OUTPUT CURRENT FOR AUTOMATIC SHUTDOWN

4.6A, nominal

MINIMUM DC LOAD CURRENT FOR OPTIMAL REGULATION

100mA

LOAD REGULATION

Less than 1%, DC load current 100mA to 4A, input voltage 95 to 135V

OUTPUT RIPPLE VOLTAGE

Less than 10mV rms, maximum

OUTPUT COMPLIANCE

Complies with FCC Part 68 for talk battery quality

DC INPUT TO OUTPUT EFFICIENCY

Greater than 85% at full load

RING OUTPUT

OUTPUT VOLTAGE

87Vrms ±10%

FREQUENCY

20 ±1Hz

WAVE FORM TYPE

Digitally synthesized sine wave

OUTPUT POWER

10W maximum

OUTPUT CURRENT FOR AUTOMATIC SHUTDOWN

0.15A, nominal

OUTPUT DUTY CYCLE

100% (continuous)

RINGER CAPACITY

Simultaneous drive for 10 high-impedance ringers
(maximum load of 10 REN)

RING INTERRUPTION RATE

None, continuous

BIASED-RING CAPABILITY

Output can be connected in series with positive or negative DC to create biased ring voltage

7. Incorrect Operation

7.1 REVIEW PRACTICE Should problems arise in the operation of the Model 702, please review Section 3 Installation and Section 4 Testing and Operation in this practice.

7.2 AC OUTLET If the status LEDs do not light at all, reconfirm that the AC outlet is functioning by plugging another piece of equipment into the AC outlet. If the AC outlet is okay, but both status LEDs don't light, the Model 702 needs to be returned to the factory for repair.

7.3 DC OUTPUT OVERLOAD OR SHORT CONDITION If the DC output LED flashes rapidly an overload condition is being placed on the DC output. This will occur whether the output is being shorted, or has a load that is attempting to draw more than 4A. Carefully recheck the wiring and equipment being powered. "Shed" some of the load to ensure an overload is not present. Once an acceptable load is connected the DC output will restart and the LED will light steadily.

7.4 RING OUTPUT OVERLOAD OR SHORT CONDITION If the ring output LED flashes rapidly an overload condition is being placed on the ring output. (Note that when the output is operating normally the LED lights in a pulsing fashion.) This will occur whether the output is being shorted, or has a load that is attempting to draw more than approximately 10W. Carefully recheck the wiring and equipment being powered. "Shed" some of the load to ensure an overload is not present. Once an acceptable load is connected the ring output will restart and the ring output LED will light continually.

7.5 WIRING ERRORS If the Model 702's output LEDs are lighting steadily but the equipment being powered does not function correctly: check the interconnecting wiring for errors, including voids in a conductor hidden by the insulation—no kidding, we've actually seen this! Carefully review the polarity of the installation, floating DC output versus positive-ground DC output, etc.

7.6 INTERNAL FUSE The Model 702 contains an internal fuse which is electrically in series with the incoming AC power. This fuse will blow only if the unit experiences serious trauma. A blown fuse *always* indicates that the unit must be returned to the factory. The fuse is soldered into the circuit board and is not intended for user replacement. Removing the cover will expose you to hazardous voltages.

7.7 APPLICATION LIMITATIONS The Model 702 was designed to operate correctly in most applications. However, Gordon Kapes, Inc. does not guarantee the Model 702 to be compatible with every specific application. All functions of the installed Model 702 should be thoroughly tested before the unit is placed into service.

7.8 SAVE TIME You are encouraged to call Gordon Kapes, Inc. for technical support. We do not mind "walking" you through an installation, or performing a verbal review prior to

your actually getting started. Please have these items with you: a copy of this technical practice, system configuration documentation, and adequate tools, including a digital volt-ohm meter (VOM). Our favorite meter is the excellent Fluke 70 or 80 series.

8. Repair and Replacement

8.1 NOT SO FAST Statistically, most equipment returned to Gordon Kapes, Inc. for repair actually has nothing wrong with it. A telephone call to Gordon Kapes, Inc. technical support can often help to get the equipment operating correctly. We don't mind spending time with our customers getting a site up and running.

8.2 SEND IT BACK If you determine that the Model 702 is defective, return for repair or replacement according to the Gordon Kapes, Inc. Warranty/Repair and Return policy. Like the big guys, we require that you obtain a return authorization number prior to returning any equipment.

8.3 ONLY WE FIX IT In the event repairs are ever needed on your Model 702, they should only be performed by Gordon Kapes, Inc. or an authorized representative. Do not remove the cover as it will expose you to hazardous voltages.

Specifications and information contained in this technical practice subject to change without notice.

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