

Field Bulletin

March 27, 2024

Product: Hollow Shaft Encoder, 2048 PPR (373AX1, 9817610)

Subject: Encoders from a new vendor - Requires Wiring change

Problem: The Encoder Products Co. now makes a 373AX1 encoder. This encoder rotates in the opposite direction from the previous BEI encoder.

- The elevator will not run properly causing tracking faults 693 and torque faults 663.
- The encoder does not come with a new mounting bracket.

Solution: Encoder signals A and A- must be swapped to overcome these errors.



The attached adapter plate will bolt up to the existing encoder brackets with bolts supplied. Rotating the adapter plate on the encoder may be necessary on some TKE/Vertical Express models depending on which side of the encoder box the bracket is attached.

Failure to comply with this bulletin may affect future warranty claims.

All work described in this bulletin must be performed in accordance with provisions described in the safety manual. All work must conform to the Local and National Code provisions in effect in your area.