

## ESSE-2 Electronic Speed Switch

Installation and Operation Manual

## IMPORTANT



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

## DEFINITIONS

- **DANGER**—Indicates a hazardous situation which, if not avoided, will result in death or serious injury.
- **WARNING**—Indicates a hazardous situation which, if not avoided, could result in death or serious injury.
- **CAUTION**—Indicates a hazardous situation which, if not avoided, could result in minor or moderate injury.
- **NOTICE**—Indicates a hazard that could result in property damage only (including damage to the control).
- **IMPORTANT**—Designates an operating tip or maintenance suggestion.

## WARNING

The engine, turbine, or other type of prime mover should be equipped with an overspeed shutdown device to protect against runaway or damage to the prime mover with possible personal injury, loss of life, or property damage.

The overspeed shutdown device must be totally independent of the prime mover control system. An overtemperature or overpressure shutdown device may also be needed for safety, as appropriate.



Read this entire manual and all other publications pertaining to the work to be performed before installing, operating, or servicing this equipment. Practice all plant and safety instructions and precautions. Failure to follow instructions can cause personal injury and/or property damage.



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Any unauthorized modifications to or use of this equipment outside its specified mechanical, electrical, or other operating limits may cause personal injury and/or property damage, including damage to the equipment. Any such unauthorized modifications: (i) constitute "misuse" and/or "negligence" within the meaning of the product warranty thereby excluding warranty coverage for any resulting damage, and (ii) invalidate product certifications or listings.

## NOTICE

To prevent damage to a control system that uses an alternator or battery-charging device, make sure the charging device is turned off before disconnecting the battery from the system.

## NOTICE

To prevent damage to electronic components caused by improper handling, read and observe the precautions in QCC manual 82715, *Guide for Handling and Protection of Electronic Controls, Printed Circuit Boards, and Modules*.

Revisions—Text changes are indicated by a black line alongside the text.

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## Electrostatic Discharge Awareness

All electronic equipment is static-sensitive, some components more than others. To protect these components from static damage, you must take special precautions to minimize or eliminate electrostatic discharges.

Follow these precautions when working with or near the control.

1. Before doing maintenance on the electronic control, discharge the static electricity on your body to ground by touching and holding a grounded metal object (pipes, cabinets, equipment, etc.).
2. Avoid the build-up of static electricity on your body by not wearing clothing made of synthetic materials. Wear cotton or cotton-blend materials as much as possible because these do not store static electric charges as much as synthetics.
3. Keep plastic, vinyl, and Styrofoam materials (such as plastic or Styrofoam cups, cup holders, cigarette packages, cellophane wrappers, vinyl books or folders, plastic bottles, and plastic ash trays) away from the control, the modules, and the work area as much as possible.
4. Do not remove the printed circuit board (PCB) from the control cabinet unless absolutely necessary. If you must remove the PCB from the control cabinet, follow these precautions:
  - Do not touch any part of the PCB except the edges.
  - Do not touch the electrical conductors, the connectors, or the components with conductive devices or with your hands.
  - When replacing a PCB, keep the new PCB in the plastic antistatic protective bag it comes in until you are ready to install it. Immediately after removing the old PCB from the control cabinet, place it in the antistatic protective bag.

### **NOTICE**

To prevent damage to electronic components caused by improper handling, read and observe the precautions in QCC manual 82715, *Guide for Handling and Protection of Electronic Controls, Printed Circuit Boards, and Modules.*

# Chapter 1.

## General Information

### Introduction

The ESSE-2 is a two-channel electronic speed switch with exceptional power transient protection. The unit is potted for protection against harsh environments and has proven to be reliable and rugged as well as flexible and cost effective.

In generator set applications, the two channels can be used for crank (starter motor) disconnect or overspeed protection, or for underspeed and overspeed warnings. In fact, most speed-related switching functions on diesel and gas engines and other rotating machinery can be accommodated by the ESSE-2.

In addition to the standard features, options are available on the input voltage range of operation, setpoint range, reset of tripped setpoint switches, reverse relay logic control, and ignition signal input.

### Electrical Operation

The switches shown on the face of the ESSE-2 and in **Figures 2** and **3** are for the NO power condition and for the condition of power applied with no signal present. With input signal (Mini-Gen, etc.) and power applied, the two switches will close at frequencies determined by the two setpoint potentiometers. When the engine reaches proper speed during cranking (starting), SW1 will close. Power will be removed from Terminal 10 and applied to Terminal 11, causing the cranking motor to be disconnected. When SW2 closes during an overspeed condition, power will be removed from Terminal 7 (fuel solenoid) and applied to Terminal 8, causing the engine not to operate. On an ESSE-2 having reverse relay logic, the switch will close when power is applied and open upon reaching the setpoint.

The TEST terminal, when connected to ground, will force SW2 to close at  $67 \pm 10\%$  of the setpoint. This allows a test of SW2 without running the engine at overspeed conditions. The TACH terminal provides a connection point for a tachometer. The electrical characteristics of the TACH signal are the same as the input signal. The TACH terminal has 33,000 ohm isolation resistor to prevent loss of signal from a shorted tachometer.

### Reset Options

There are four reset options available for resetting the speed switch:

1. Electrical latch
2. Manual reset
3. Automatic rest
4. Adjustable (automatic) reset

With the electrical latch option, the switch (after the set point has been reached) will close and remain closed even if the input signal frequency has been lowered to 0 Hertz. The only way to reset the unit is to remove power.

With the manual reset option, the ESSE-2 is supplied with a reset button. By depressing this button, the unit will be reset.

With the automatic reset option, the switch will automatically reset if the frequency of the input signal is lowered to  $85 \pm 5\%$ . (Refer to the example for more details.)

With the adjustable (automatic) reset option, the switch will automatically reset at the frequency determined by the setting of the supplied reset pot. By adjusting the pot, the reset can be selected anywhere between 25% and 95%.

**EXAMPLE:**

The first setpoint is set to 1000 Hertz. With a 1500 Hertz signal applied, the switch will close. The unit will automatically reset (switch open) if the input frequency is lowered to 800 Hertz. The unit may reset anywhere between 800 and 900 Hertz because automatic reset is specified between 80 and 90% of the setpoint.

## Chapter 2. Specifications

The speed switch's main electrical and mechanical specifications are listed here along with several performance characteristics.

### Electrical

Input Voltage Range:	8–40 Vdc	40-80 Vdc
<b>Maximum Operating Current:</b>	@ 40 V: 250 mA @ 24 V: 220 mA @ 12 V: 200 mA	@ 80 V: 115 mA @ 64 V: 100 mA @ 40 V: 90 mA
<b>Maximum Standby Current:</b>	@ 40 V: 70 mA @ 24 V: 45 mA @ 12 V: 30 mA	@ 80 V: 75 mA @ 64 V: 60 mA @ 40 V: 50 mA
<b>Relay Contact Ratings</b> 28 Vdc Resistive Load: 28 Vdc Inductive Load: 75 Vdc Resistive Load: 75 Vdc Inductive Load:	0.1-10 A 0.1-8 A — —	— — 0.1-4 A 0.1-3 A
<b>Power Supply Transient Protection:</b>	900 Vdc for 100 ms exponential decay 140 Vdc for 1 ms 110 Vdc for 0.45 s	
<b>Reverse Polarity Protection:</b>	1000 Vdc	
<b>Signal Input</b> Minimum: Maximum:	1.2 V <sub>rms</sub> 130 V <sub>rms</sub>	
<b>Signal Input Impedance:</b>	33K Ohms (nominal)	
<b>Stability @ 9 Vdc to 40 Vdc and 14°F to +185°F (-10°C to +85°C):</b>	Less than 1% or 8 Hz, whichever is greater. Unit performs to -40° F (-40° C)	

### Environmental

<b>Operating Temperature:</b>	-40°F to +185°F (-40°C to +85°C)
<b>Vibration:</b>	4.2 G's from 20 to 500 Hz
<b>Shock:</b>	4' drop test
<b>Case:</b>	Nickel plated terminals. Humidity and salt spray resistant. Potted for environmental protection
<b>Weight:</b>	2 lbs (0.91 kg)

### Performance

<b>Overspeed Response Time:</b>	75 ms typical
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# Chapter 3. Installation

## Mounting Instructions

Four mounting holes are provided on the ESSE-2 case as shown in **Figure 1**. Although the unit can withstand the normal vibration levels and temperature excursions encountered, it is a good practice to mount the unit in a location where these effects are minimized. The unit should be attached to the mounting plate with four 10-32 screws.

Dimensions in brackets are millimeters.

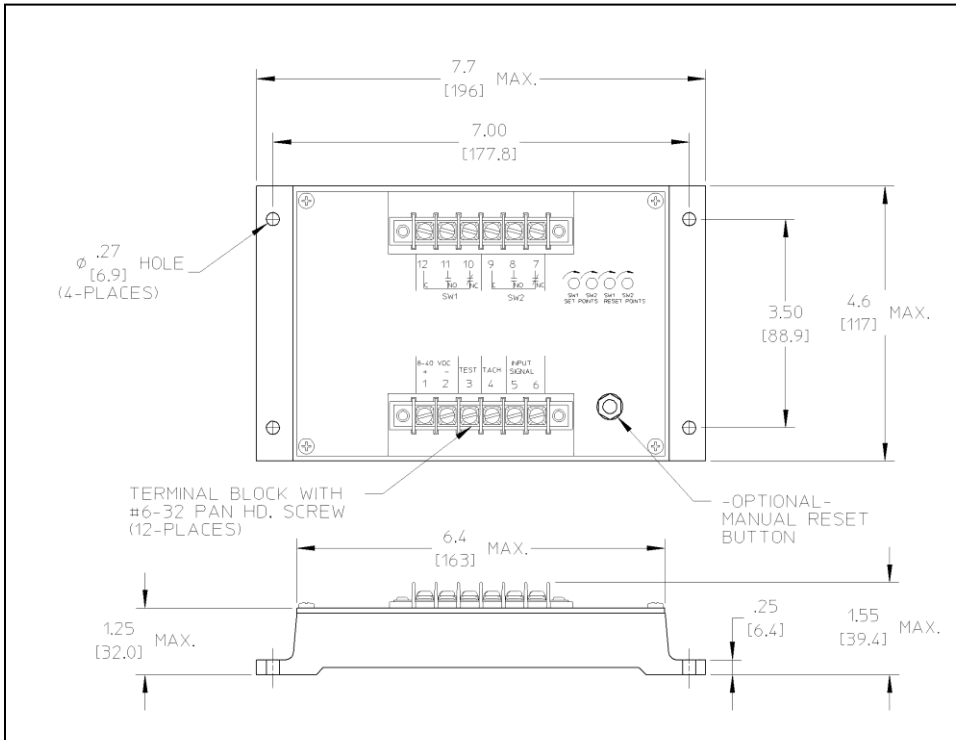


Figure 1. ESSE-2 Dimensions

## Wiring Instructions

Good wiring practices should be applied whenever electronics are introduced into an engine control system. If poor wiring practices are used, the ESSE-2 may malfunction or operate erratically. See the wire gauge chart below for proper selection of ESSE-2 terminal wires.

### WIRE GAUGE CHART

CURRENT	TERMINALS	AWG
Under 5 Amps	1-2, 7-12	16 AWG
5-10 Amps	1-2, 7-12	14 AWG
—	3-6	18-20 AWG



Two-conductor shielded cable should be used when connecting the signal source (Mini-Gen, mag pickup) to the ESSE-2. Single-conductor shielded cable is recommended for alternator or ignition signal sources. The shield should be connected to ground *only at one end*. The shield must be connected to Terminal 2 of the ESSE-2 for the Mini-Gen or mag pickup connection and to Terminal 5 for the alternator connection.

**NOTICE**

Do not connect a voltage between Terminals 2 and 5 of the ESSE-2. This can damage the printed circuitry and void the manufacturer's warranty.

**Output Circuit Protection****NOTICE**

Pulling continuous currents greater than 10 amps through the ESSE-2's switch contacts can damage the printed circuitry and void the manufacturer's warranty.

Fuses or circuit breakers should be connected in series with the load to protect the ESSE-2 and your warranty. The fuse should be a 10 amp slow blow. The circuit breaker should be rated at 10 amps.

If load currents in excess of 10 amps are expected, interface relays should be used (Refer to **Figures 2 and 3**).

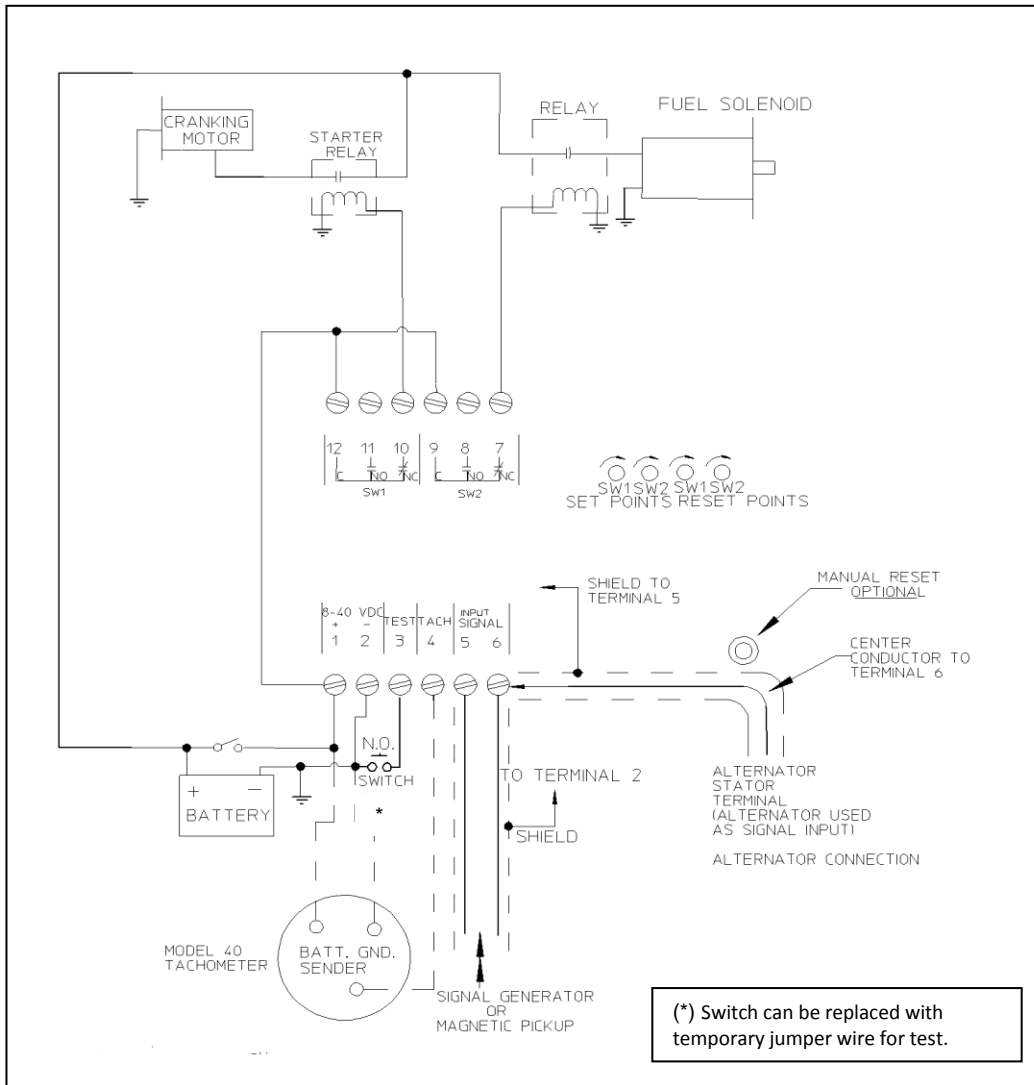


Figure 2. Connection Diagram

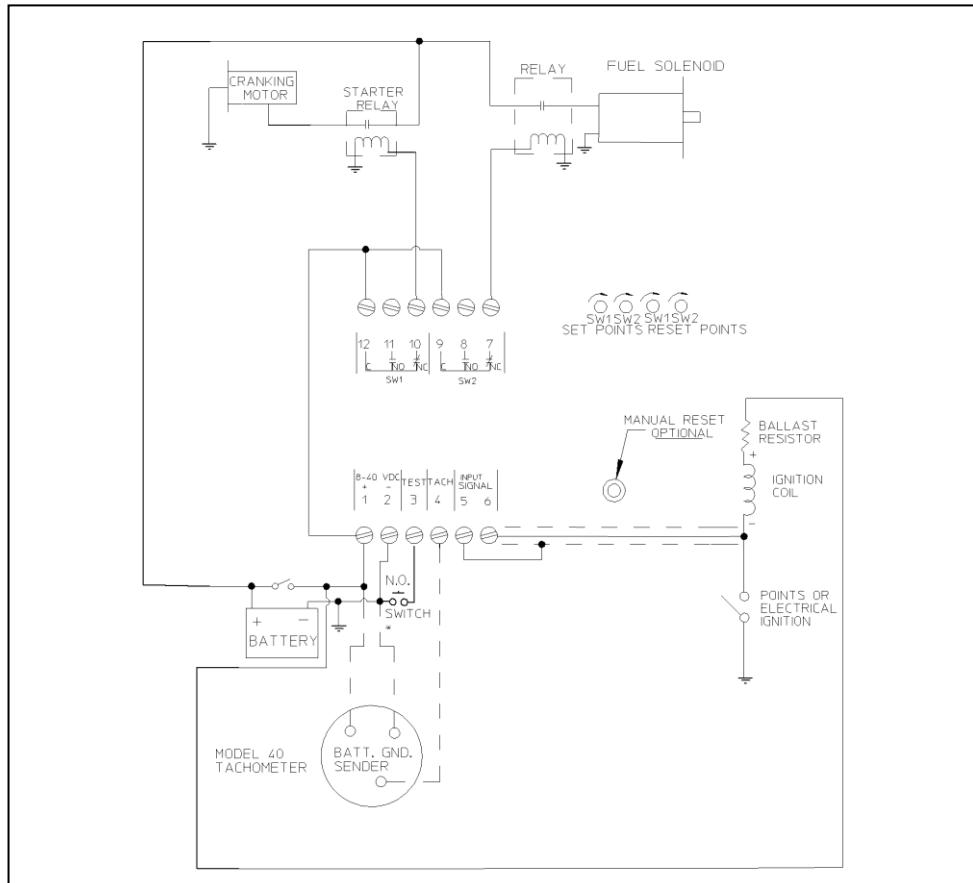


Figure 3. Connection Diagram Showing Ignition Input Option

## NOTICE

To prevent damage to the controller, make sure that it is wired in accordance with the wiring instructions and diagrams in this manual.

- Do not tin the leads before placing them into the terminals.
- Ensure the terminals are tightened properly to secure wires.
- Perform a continuity check to ensure all the wires are connected to the proper system devices.
- Measure from each terminal to the ESSE chassis (any cover mounting screw) and verify high impedance ( $>10M\Omega$ ) to eliminate any unexpected ground loops or unintended connections to the housing. The battery(-) pin may be an exception to this, depending on the housing mounting strategy.

# Chapter 4. Adjustments

## SW1 & SW2 Setpoint Adjustments

### Setpoint Frequency in Hertz

*Mini-Gen Signal Generator Signal Source*

Setpoint Frequency in Hertz = 1/2 Mini-Gen RPM Setpoint

*Magnetic Pickup Signal Source*

Setpoint Frequency in Hertz =  $\frac{\text{No. of Gear Teeth} \times \text{Engine RPM Setpoint}}{60}$

*Alternator Signal Source*

Setpoint Frequency in Hertz =  $\frac{\text{Pulley Ratio} \times \text{No. of Poles} \times \text{Engine RPM Setpoint}}{120}$

*Ignition Signal Source (Special Option)*

Setpoint Frequency in Hertz =  $\frac{\text{No. of Cylinders} \times \text{Engine RPM Setpoint}}{120}$

### ESSE-2 Frequency Ranges

ESSE-2 speed switches have two possible operating ranges, as shown in the chart below.

Unit SA-3678-ALR is factory set to operate within Range 2 frequencies. User is required to set up Range 1 frequencies.

Part number suffixes in the chart describe reset options:

A = Automatic reset

L = Latch up

M = Manual reset

P = Automatic adjustable reset

### Frequency Range Chart

For selection of frequencies, add -1 or -2 to part number.

PART NUMBER	RANGE 1 FREQUENCIES	RANGE 2 FREQUENCIES
SA-3678-AA	80-2,500 Hz	325-10,000 Hz
SA-3678-AL		
SA-3678-AM		
SA-3678-AP		
SA-3678-LL		
SA-3678-LM		
SA-3678-MM		
SA-3678-PM		
SA-3678-PP		
SA-3681-ALR		
SA-3682-AN		
SA-3698-AN		
SA-4237-AP		
SA-3678-ALR †	Manual Adjustment Required	

(†) Unit is factory set to Range 2. To set up Range 1, please see "Range and Automatic Reset" section below.

### Range and Automatic Reset (Model SA-3678-ALR only)

While range and automatic reset are normally set at the factory, adjustments or changes may be performed by following the steps below.

1. Remove cover plate to expose jumpers. Refer to **Figure 4**.
2. Refer to SW1 and SW2 setpoints determined above. Refer to the table below to determine if the J1 Jumper is to be removed. The setpoints for both switches must be in the same range.

SETPOINT HERTZ	JUMPER 1	APPROX. POT HERTZ ADJ. PER TURN
RANGE 1 80-2,500 Hz	Removed	120
RANGE 2 325-10,000 Hz	Present	400

3. With J2 in place, SW1 is latching. With J3 in place, SW2 is latching. A latching switch means that once the relay has energized (when engine speed has increased above the setpoint), the relay will stay energized, even if speed decreases, unless the control is powered down and then back up again.

If automatic reset is required on SW1, cut J2. If automatic reset is required on SW2, cut J3. An automatic reset means that the relay will de-energize/reset automatically when engine speed has decreased to a point that is 80-90% of the setpoint. For example, if the relay energizes at a setpoint of 1000 Hz, the relay will de-energize automatically when speed decreases to 800-900 Hz.

4. Replace cover and screws.

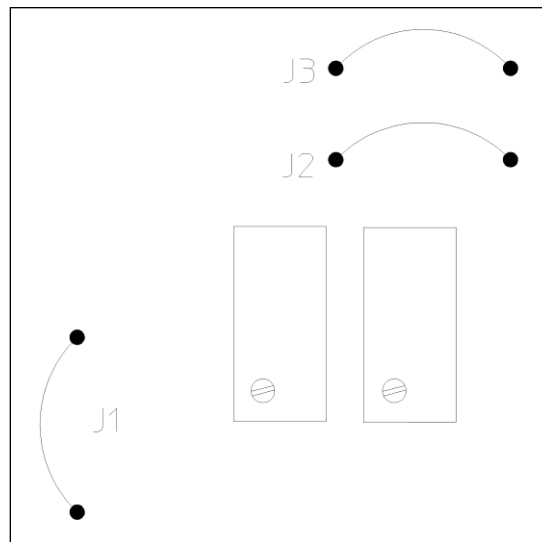


Figure 4. Jumpers 1, 2, and 3

## Potentiometer (Setpoint Bench) Adjustment

The setpoint bench adjustment may be performed as follows:

1. Connect signal generator, frequency counter and power to ESSE-2 as shown in **Figure 5**.
2. Connect ohmmeter to SW1 Terminals 10 and 12.
3. Turn SW1 setpoint potentiometer adjustment 20 turns clockwise or until a clicking noise is heard.
4. Turn power supply, signal generator and frequency counter ON. Adjust the input frequency for SW1 to the setpoint determined previously and set generator output level to 1 Vac or greater.
5. The ohmmeter should read "Zero".
6. Turn SW1 setpoint potentiometer counter clockwise slowly until the ohmmeter indicates an open circuit.
7. If desired, recheck setpoint adjustment for SW1 by lowering frequency setting on signal generator. Remove and reapply power; slowly increase frequency until switch trips. Repeat Steps 4, 5, and 6 if necessary.
8. Connect ohmmeter to SW2 Terminals 7 and 9. Repeat Steps 3-6 by substituting SW2 for SW1.
9. To recheck adjustments, follow Step 7 by substituting SW2 for SW1.

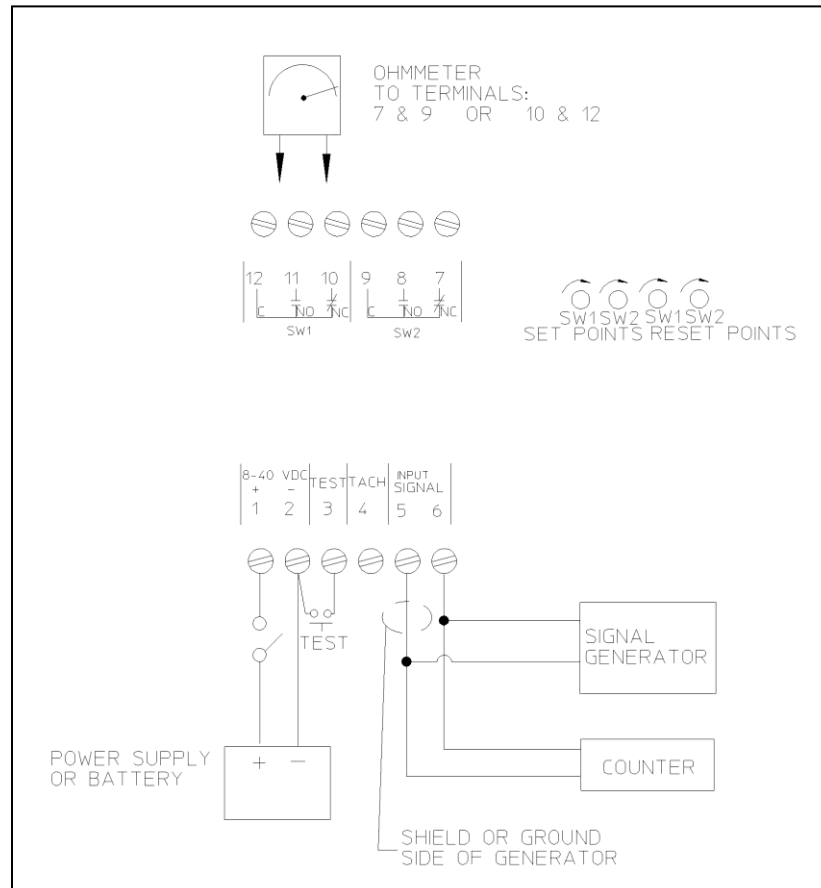


Figure 5. Setpoint Bench Adjustment

## Engine Verification

This procedure may be used to verify the performance of the SW1 and SW2 setpoints after bench adjustment with the ESSE-2 integrated on an engine. QCC recommends performing this test prior to commissioning an engine and as part of your regularly scheduled maintenance program. At a minimum, it should be completed on an annual basis.

### NOTICE

This procedure is for a standard relay logic model. If a switch is ordered with reverse relay logic, battery voltage and zero voltage must be interchanged for the given switch.

### SW1 Setpoint Verification for Crank Disconnect

To verify the function of SW1 (which is energized during cranking RPM), the following procedure can be utilized.

1. Connect a DC voltmeter between Terminal 2 (or negative terminal of battery) and Terminal 10 as shown in **Figures 2 or 3**.
2. Apply power to ESSE-2 unit and start the engine.
3. The DC voltmeter should indicate zero volts at engine idle speed. If this does not occur and the battery voltage is indicated on the DC voltmeter, shut off engine power.
4. Review the previous adjustment section to determine if SW1 setpoint is correct and if SW1 functions properly. Check the wiring. If everything appears OK, remove ESSE unit and readjust SW1 according to procedure outlined.

### SW2 Setpoint Verification for Overspeed Protection

To verify the function of SW2 (which is energized when the engine overspeeds), the following procedure can be utilized.

1. Connect a temporary jumper between Terminals 2 and 3. (Terminal 3 is the TEST terminal for the 0.67x Setpoint test).
2. Convert the frequency setpoint of SW2 to RPM by using conversion formula and multiply by 0.67. ( $\text{RPM} \times 0.67 = \text{Test Setpoint}$ ).
3. Apply power to the ESSE-2 unit.
4. Connect a DC voltmeter between Terminal 2 (or battery negative terminal) and Terminal 7. Negative lead of voltmeter goes to Terminal 2 (or battery negative).
5. Start the engine. Monitor the tach and slowly increase engine RPM to the TEST SETPOINT reading. Observe the DC voltmeter. It should indicate the battery voltage before the setpoint is activated and the relay trips. When the relay trips, at the TEST SETPOINT  $\pm 6\%$  RPM, the DC voltmeter will indicate zero volts. (Remove jumper from Terminals 2 and 3 and reset SW2).



## Chapter 5. Troubleshooting

The following check points can be used to determine if the ESSE-2 is operating properly. Refer to **Figure 2**. All AC voltage readings are in RMS.

1. Check for battery voltage and proper polarity on Terminals 1 and 2.
2. Check input signal on Terminals 5 and 6 with an AC voltmeter. When the engine is running, the input voltage signal must be greater than 0.7 Vac.
3. Connect negative lead of DC voltmeter to negative side of battery or to Terminal 2.
4. With power switch "ON", the DC voltmeter must indicate battery voltage on Terminals 9 and 12.
5. The DC voltmeter must indicate battery voltage on Terminal 7 if an overspeed condition did not occur. If the voltmeter does not indicate battery voltage, review the "Adjustments" chapter to determine if the SW2 setpoint is correct and that SW2 is functioning.
6. The DC voltmeter must indicate battery voltage on Terminal 10 during cranking and zero voltage when the engine is running. If the voltmeter indicates battery voltage on Terminal 10 when the engine is running, turn the power switch to the "OFF" position and review the "Adjustments" chapter to determine if the SW2 setpoint is correct and that SW2 is functioning.

## Chapter 6. Service Options

### Product Service Options

If you are experiencing problems with the installation, or unsatisfactory performance of a QCC product, the following options are available:

- Consult the troubleshooting guide in the manual.
- Contact the manufacturer or packager of your system.
- Contact the QCC Full Service Distributor serving your area.
- Contact QCC technical assistance (see “How to Contact QCC” later in this chapter) and discuss your problem. In many cases, your problem can be resolved over the phone. If not, you can select which course of action to pursue based on the available services listed in this chapter.

**OEM and Packager Support:** Many QCC controls and control devices are installed into the equipment system and programmed by an Original Equipment Manufacturer (OEM) or Equipment Packager at their factory. In some cases, the programming is password-protected by the OEM or packager, and they are the best source for product service and support. Warranty service for QCC products shipped with an equipment system should also be handled through the OEM or Packager. Please review your equipment system documentation for details.

**QCC Business Partner Support:** QCC works with and supports a global network of independent business partners whose mission is to serve the users of QCC controls, as described here:

- A **Full Service Distributor** has the primary responsibility for sales, service, system integration solutions, technical desk support, and aftermarket marketing of standard QCC products within a specific geographic area and market segment.
- An **Authorized Independent Service Facility (AISF)** provides authorized service that includes repairs, repair parts, and warranty service on QCC's behalf. Service (not new unit sales) is an AISF's primary mission.
- A **Recognized Engine Retrofitter (RER)** is an independent company that does retrofits and upgrades on reciprocating gas engines and dual-fuel conversions, and can provide the full line of QCC systems and components for the retrofits and overhauls, emission compliance upgrades, long term service contracts, emergency repairs, etc.
- A **Recognized Turbine Retrofitter (RTR)** is an independent company that does both steam and gas turbine control retrofits and upgrades globally, and can provide the full line of QCC systems and components for the retrofits and overhauls, long term service contracts, emergency repairs, etc.

A current list of QCC Business Partners is available at [www.QCC.com/support](http://www.QCC.com/support).

## QCC Factory Servicing Options

The following factory options for servicing QCC products are available through your local Full-Service Distributor or the OEM or Packager of the equipment system, based on the standard QCC Product and Service Warranty (5-01-1205) that is in effect at the time the product is originally shipped from QCC or a service is performed:

- Replacement/Exchange (24-hour service)
- Flat Rate Repair
- Flat Rate Remanufacture

**Replacement/Exchange:** Replacement/Exchange is a premium program designed for the user who is in need of immediate service. It allows you to request and receive a like-new replacement unit in minimum time (usually within 24 hours of the request), providing a suitable unit is available at the time of the request, thereby minimizing costly downtime. This is a flat-rate program and includes the full standard QCC product warranty (QCC Product and Service Warranty 5-01-1205).

This option allows you to call your Full-Service Distributor in the event of an unexpected outage, or in advance of a scheduled outage, to request a replacement control unit. If the unit is available at the time of the call, it can usually be shipped out within 24 hours. You replace your field control unit with the like-new replacement and return the field unit to the Full-Service Distributor.

Charges for the Replacement/Exchange service are based on a flat rate plus shipping expenses. You are invoiced the flat rate replacement/exchange charge plus a core charge at the time the replacement unit is shipped. If the core (field unit) is returned within 60 days, a credit for the core charge will be issued.

**Flat Rate Repair:** Flat Rate Repair is available for the majority of standard products in the field. This program offers you repair service for your products with the advantage of knowing in advance what the cost will be. All repair work carries the standard QCC service warranty (QCC Product and Service Warranty 5-01-1205) on replaced parts and labor.

**Flat Rate Remanufacture:** Flat Rate Remanufacture is very similar to the Flat Rate Repair option with the exception that the unit will be returned to you in “like-new” condition and carry with it the full standard QCC product warranty (QCC Product and Service Warranty 5-01-1205). This option is applicable to mechanical products only.

## Returning Equipment for Repair

If a control (or any part of an electronic control) is to be returned for repair, please contact your Full-Service Distributor in advance to obtain Return Authorization and shipping instructions.

When shipping the item(s), attach a tag with the following information:

- return number;
- name and location where the control is installed;
- name and phone number of contact person;
- complete QCC part number(s) and serial number(s);
- description of the problem;
- instructions describing the desired type of repair.

## Packing a Control

Use the following materials when returning a complete control:

- protective caps on any connectors;
- antistatic protective bags on all electronic modules;
- packing materials that will not damage the surface of the unit;
- at least 100 mm (4 inches) of tightly packed, industry-approved packing material;
- a packing carton with double walls;
- a strong tape around the outside of the carton for increased strength.

### **NOTICE**

To prevent damage to electronic components caused by improper handling, read and observe the precautions in QCC manual 82715, *Guide for Handling and Protection of Electronic Controls, Printed Circuit Boards, and Modules*.

## Replacement Parts

When ordering replacement parts for controls, include the following information:

- the part number(s) (XXXX-XXXX) that is on the enclosure nameplate;
- the unit serial number, which is also on the nameplate.

## Engineering Services

QCC offers various Engineering Services for our products. For these services, you can contact us by telephone, by email, or through the QCC website.

- Technical Support
- Product Training
- Field Service

**Technical Support** is available from your equipment system supplier, your local Full-Service Distributor, or from many of QCC's worldwide locations, depending upon the product and application. This service can assist you with technical questions or problem solving during the normal business hours of the QCC location you contact. Emergency assistance is also available during non-business hours by phoning QCC and stating the urgency of your problem.

**Product Training** is available as standard classes at many of our worldwide locations. We also offer customized classes, which can be tailored to your needs and can be held at one of our locations or at your site. This training, conducted by experienced personnel, will assure that you will be able to maintain system reliability and availability.

**Field Service** engineering on-site support is available, depending on the product and location, from many of our worldwide locations or from one of our Full-Service Distributors. The field engineers are experienced both on QCC products as well as on much of the non-QCC equipment with which our products interface.

For information on these services, please contact us via telephone, email us, or use our website and reference **www.QCC.com/support**, and then **Customer Support**.

## How to Contact QCC

For assistance, call one of the following QCC facilities to obtain the address and phone number of the facility nearest your location where you will be able to get information and service.

<b>Electrical Power Systems</b>		<b>Engine Systems</b>		<b>Turbine Systems</b>	
FACILITY	PHONE NUMBER	FACILITY	PHONE NUMBER	FACILITY	PHONE NUMBER
Brazil -----	+55 (19) 3708 4800	Brazil -----	+55 (19) 3708 4800	Brazil -----	+55 (19) 3708 4800
China-----	+86 (512) 6762 6727	China-----	+86 (512) 6762 6727	China-----	+86 (512) 6762 6727
Germany:		Germany:			
Kempen ---	+49 (0) 21 52 14 51	Stuttgart -----	+49 (711) 78954-0		
Stuttgart -----	+49 (711) 78954-0	India -----	+91 (129) 4097100	India -----	+91 (129) 4097100
India -----	+91 (129) 4097100	Japan -----	+81 (43) 213-2191	Japan -----	+81 (43) 213-2191
Japan -----	+81 (43) 213-2191	Korea-----	+82 (51) 636-7080	Korea-----	+82 (51) 636-7080
Korea-----	+82 (51) 636-7080	The Netherlands -	+31 (23) 5661111	The Netherlands -	+31 (23) 5661111
Poland -----	+48 12 618 92 00	United States-----	+1 (970) 482-5811	United States-----	+1 (970) 482-5811
United States-----	+1 (970) 482-5811				

You can also contact the QCC Customer Service Department or consult our worldwide directory on QCC's website (**www.QCC.com/support**) for the name of your nearest QCC distributor or service facility.

For the most current product support and contact information, please refer to the latest version of publication **51337** at **www.QCC.com/publications**.

## Technical Assistance

If you need to telephone for technical assistance, you will need to provide the following information. Please write it down here before phoning:

### General

Your Name \_\_\_\_\_  
 Site Location \_\_\_\_\_  
 Phone Number \_\_\_\_\_  
 Fax Number \_\_\_\_\_

### Prime Mover Information

Engine/Turbine Model Number \_\_\_\_\_  
 Manufacturer \_\_\_\_\_  
 Number of Cylinders (if applicable) \_\_\_\_\_  
 Type of Fuel (gas, gaseous, steam, etc) \_\_\_\_\_  
 Rating \_\_\_\_\_  
 Application \_\_\_\_\_

### Control/Governor Information

Please list all QCC governors, actuators, and electronic controls in your system:

QCC Part Number and Revision Letter \_\_\_\_\_  
 Control Description or Governor Type \_\_\_\_\_  
 Serial Number \_\_\_\_\_

QCC Part Number and Revision Letter \_\_\_\_\_  
 Control Description or Governor Type \_\_\_\_\_  
 Serial Number \_\_\_\_\_

QCC Part Number and Revision Letter \_\_\_\_\_  
 Control Description or Governor Type \_\_\_\_\_  
 Serial Number \_\_\_\_\_

*If you have an electronic or programmable control, please have the adjustment setting positions or the menu settings written down and with you at the time of the call.*



We appreciate your comments about the content of our publications.

Send comments to: [icinfo@QCC.com](mailto:icinfo@QCC.com)

Please reference publication **36564A**.



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