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QUESTIONS AND ANSWERS

- A1. How do I obtain replacement analog meters for my supply?

We no longer stock these parts, but they can be purchased direct from the supplier. [Please refer to the supplier-part number cross-reference document.](#)

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- A2. Can I change the AC input voltage of my DCRB2 supply?

Yes, the operation manual has the schematics showing the various input voltages that can be used, as well as the changes that must be made to wire the unit for different input voltages. The DCRB manuals can be found at our web page www.elgar.com 'SUPPORT' – 'PRODUCT MANUALS' – 'Obsolete Sorensen Products' DCRB or DCRB2 section.

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- A3. Are replacement parts available for the DCRB2 series of supplies?

As these are supplies are obsolete, not all parts are available; those we can no longer provide are printed circuit boards, transformers or inductors. For all other replacement parts, please contact Customer Service to help you locate parts we no longer stock.

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- A4. I have visited the Elgar web page and I have seen DCRB and DCRB2 product families. How can I tell which family I have?

The DCRB family the case is all black, the DCRB2 family the front panel is black but the case is zinc-chromate plated metal. It may look metallic yellow-gold.

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- A5. The DCRB supply we have is working but while it appears to be trying to produce output, it is not stable and the voltage drifts slowly at times and sometimes will not adjust to its rated voltage.

The electrolytic capacitors used in this supply can lose substantial capacity with age. If they are more than six years old they may need replacement (most of the capacitors we use have a manufacturer's four-digit date code, where the first two digits are the year of manufacture and the next 2 digits are the week, e.g., 9823 = 1998, 0345 = 2003. To save expense always replace all the old capacitors on the Control PCB assembly first, then try the large bulk filter capacitors mounted in the chassis.

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- A6. This DCRB supply trips the Over-voltage protection circuit whenever it is turned on.

Check to see that the Sense leads are still in place. The Positive output must be connected to TB3-1 and the negative output must be connected to TB3-2. For normal stand-alone operation the following connections on TB3 must be made:

Jumper TB3-3 to TB3-4

Jumper TB3-5 to TB3-6

Jumper TB3-7 to TB3-8

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- A7. This DCRB supply trips the overvoltage protection circuit and the circuit breaker whenever it is turned on AND the supply makes a very noticeable humming noise just before the breaker trips to the Off position. What can cause this?

This set of symptoms can be caused by a shorted input SCR or a defective control loop. To verify that it is an input SCR problem, physically remove the control board PCB assembly and apply power to the unit. If the symptoms remain, it is likely to be a shorted input SCR. If there is no output, the problem is a control loop problem on the PCB assembly.

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- A8. Can the DCRB power supplies be controlled through the use of remote signals?

Yes, please refer to the operator's manual for instructions about this feature as there is some model dependency using remote resistance programming.

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- A9. Our DCRB supply came with output stud hardware that is split down the middle and uses clamping nuts to secure the load cables. Can you provide these as a replacement part?

No, we no longer stock these parts, however they can be replaced with ¼ X 20 hardware.

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A10. Is technical support available for this product?

Yes, please check for contact telephone numbers at www.elgar.com. If you decide to call, please have ready the full model number and serial number as printed on the ID label (not the number on the faceplate). The numbers on the ID label indicate the options and/or modifications if any were installed on the supply. Without this information, there may be a delay or a wrong answer in obtaining technical assistance.

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