# Selectronix, Inc.

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**SLC4000TechNote11_UnresponsiveSLC4000MasterUnit**

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# 1 Unresponsive master unit.

If the master unit does not sequence up when a known valid demand signal is applied, but a power cycling of the unit restores normal operation:

- Note that the status LED ***may be flashing at the normal green rate*** (5 flashes in 10 seconds) or for an offset input configuration, it ***may be flashing red, indicating the out-or-range status*** (20 flashes in 10 seconds).
- Verify that the AC wiring is NOT routed near the low voltage command signal.
- Shielded wiring should be used for the command signal. Care must be taken when terminating the shield. The shield should be terminated using one of the following methods, in order of preference:
  1) the signal source's signal common
  2) the SLC4000's signal common at terminal TB3 or TB6.
  3) left totally unterminated.
  4) ***Do Not terminate to earth or chassis ground.***

***The best choice is dependent on the characteristics of the individual installation and any national or local wiring codes.***

- If power cycling restores normal operation, the problem is most likely due to poor power quality due to conducted EMI due to nearby motors. pumps, or other sources of electromagnetic interference (EMI).
- Installing the following devices may reduce the EMI to an acceptable level.:
- **SLC4082, Line Filter**
- **SLC4083, Ferrite Core**
  - **The ferrite core is only needed if a remote signal is applied to the command input TB2 and TB3.**

For additional questions email techsupport@selectronix.us.