



Service Bulletin

Affected product:	TAZ 3D printers, versions 2.1, 3.0, and 3.1
Effective date:	February, 11 2014
Serial numbers affected:	KT-PR0012-5300 through KT-PR0012-5469 KT-PR0013-5470 through KT-PR0013-5669 KT-PR0014-5670 through KT-PR0014-5990
Service issue:	The iCoupler component of the RAMBo 1.2 3d printer electronic controller board is susceptible to failure by excessive electrostatic discharge through the USB cable.

Indication:

Most users will not see a failure with their RAMBo 1.2 electronics board. However, some users, in dry climates or in an environment where electrostatic charge can easily build up, can possibly send an electrostatic charge through the USB cable. This electrostatic charge can compromise the RAMBo USB electronics thus causing intermittent USB operation failure.

Corrective Action:

Users, with a printer that are within the listed serial numbers, will receive a jumper cable to install on the RAMBo electronics board. The package will include simple instructions on quickly installing the jumper cable. This fix will safe guard the iCoupler from future electrostatic discharges.

Before receiving the jumper cable, take caution when handling the USB cable or a component that the USB cable is connected to. If you are in a particularly dry climate or environment take extra caution by discharging any electrostatic charge you have built up. You can do this by touching a metal appliance or metal furniture.