

Can I replace the Stancor AC to DC convertor for my Torq-Tronics?



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Overview

In late 2010 we changed the AC to DC convertors for these testers. Prior to that change, the voltage convertor was one of two units. One was designed to work with 120 VAC line input, the other designed to work with 230 VAC line input.

The change was from those two convertors (power supplies) to a single power supply that would work with any voltage from 100 VAC to 240 VAC, and which had a user-selectable connector to the receptacle providing power. This change reduced manufacturing time by eliminating delays associated with either of two power supply part numbers.

There is an additional benefit; the new universal power supply provided regulated power instead of the unregulated power provided by the earlier power supply.

This has one side effect on older units should they need the power supply replaced. The new power supply is not "plug-and-play" in place of the older power supply. A change needs to be made to one of the internal boards of the older testers before the new power supply will work properly with the tester. If you purchase one of the new power supplies (P/N 21480) and attempt to use it without this change being made, the tester will no longer charge the batteries

How do I know if this applies to my unit?

Torq-Tronics® testers with serial numbers of 1987 and higher have been manufactured with the internal change needed to work with the new 21480 power supply. This change was also made to tester serial numbers 1915, 1949, 1967, 1979, 1980, 1981, 1984 and 1985.

If your Torq-Tronics® tester has a serial number lower than 1987 and not on the list above, it must be returned to the factory for upgrade before it will work properly with a P/N 21480 power supply.

How do I get the upgrade and what does it cost?

If you need to replace your old voltage convertor/power supply, contact S/R Customer Service. Tell them you have need of a new 21480 power supply but have an older Torq-Tronics not prepared to work with that power supply.

They will issue you a Repair Order Number. Send the tester back to the factory along with a note of the RO Number and a request for the upgrade change.

We will make the change to the tester at no charge to you. You will have to pay shipping costs and the cost of the new power supply.