

TI_2515: Pulse generator malfunction



iCombi Pro / iCombi Classic / iHexagon



23/09/2025

Topic

We would like to inform you that we are currently receiving isolated feedback on possible malfunctions of the pulse generator. Of course, we will follow up on this information carefully and keep you informed of any findings and measures where applicable. Until further notice, please proceed as described below in such cases.

Affected product/accessories

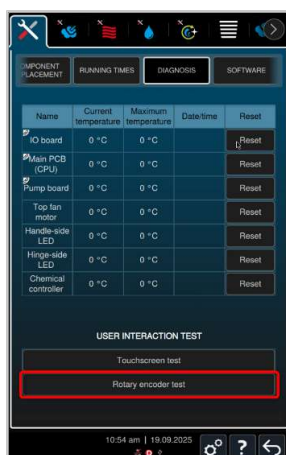
- iCombi Pro
- iCombi Classic
- iHexagon

Required components

- 40.06.037P

Procedure in the event of anomalies

If there are any noticeable problems with the affected pulse generator, please replace the component. Then carry out the function test using the **rotary encoder test** in the service level.



There is **no** reason to replace the CPU board in the first instance.

If malfunctions still occur after replacing the pulse generator, please contact RATIONAL Technical Service to agree the further procedure.

Return of faulty pulse generators

Please return the faulty pulse generators to the following address, stating the serial number of the unit:

RATIONAL AG
QUALITY CONTROL
GATE 111
SIEGFRIED-MEISTER-STR. 1
86899 LANDSBERG AM LECH
GERMANY

We apologise for the inconvenience and thank you in advance for your support.