



Voltage Regulator Module (VRM) – Support Request

Warranty Policy

Cross The Road Electronics, LLC warrants our products to be free from defects in manufacturing, materials and workmanship for a period of 90 days from the date of purchase. This warranty covers normal use as described in the product manual and within the limits specified in any applicable data sheet(s). This warranty does not cover abuse, misuse, incorrect wiring, alterations, connector damage, or robot competition damage.

Please answer ALL of the questions below if requesting support and/or replacement:

1. Date of purchase or receipt of the VRM? _____
2. Which distributor did you receive the VRM from? _____
3. What is the VRM doing that does not meet your expectation? _____
4. Is this a Weidmuller button/connector issue? **YES** **NO**
 - 4.1. **If YES** – Describe the issue on the line below and then return this form:

5. Was power ever connected backwards to the “12Vin” on the VRM? **YES** **NO**
6. Was a motor, compressor, or LED strip ever directly powered from the VRM itself? **YES** **NO**
 - 6.1. **If YES** – What exactly was powered directly from the VRM? _____
7. Is the 20 A blade fuse electrically good and seated fully into the PDP that supplies power to the VRM?
YES **NO**
 - 7.1. **If NO** – Explain the fuse problem: _____
8. Wire the VRM correctly and power it on. Are both green LEDs lit indicating the 5V and 12V outputs of the VRM are working? **YES** **NO**
 - 8.1. **If NO** – Which LED is not lighting up? **5V** **12V**
 - 8.2. **If BOTH LEDs do not light up** – substitute the 12V power source for the VRM. Supply a different source of 12V DC to the VRM instead of powering it through the PDP (Ex. 12 VDC Power Supply, 12 VDC Battery). Does this fix the issue – does the VRM work? **YES** **NO**
9. Were you able to replace the VRM with another known good VRM wired in the same configuration to resolve the issue? **YES** **NO**