



Technical Bulletin

Date: July 24, 2018
Product Line: Dragon
Models: Green Dragon
Subject: Intermittent Loading Failure

Background

A Green Dragon dispenser failed to load a sphere from the hopper on every fifth rotation when the trigger was held down, or when the dispenser was in the automatic mode at the top speed. Upon investigation, it was discovered that the hopper motor was running slower than the launcher motor, allowing it to get further and further behind on each cycle until it missed a sphere. This situation could occur after extended use or by having the hopper mechanism slowed due to dirt buildup.

In the existing firmware (VER 1.10), there is a time delay on the launcher motor to allow the hopper motor to get a head start to prevent this situation from occurring. The firmware was revised to VER 1.11 with an increased time delay, which resolved the issued with this dispenser.

Recommendations

If you are experiencing this problem, contact your service center to arrange for a firmware update.

This Technical Bulletin is available on the SEI website:
<https://www.sei-ind.com/category/dragon-safety-bulletins/>

For further details, please contact the following SEI representatives.

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