

POINT I/O 4 Channel High Density Current Input Module

Catalog numbers 1734-IE4C

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Important User Information

Solid-state equipment has operational characteristics differing from those of electromechanical equipment. Safety Guidelines for the Application, Installation and Maintenance of Solid State Controls (Publication [SGI-1.1](#) available from your local Rockwell Automation sales office or online at <http://www.rockwellautomation.com/literature/>) describes some important differences between solid-state equipment and hard-wired electromechanical devices. Because of this difference, and also because of the wide variety of uses for solid-state equipment, all persons responsible for applying this equipment must satisfy themselves that each intended application of this equipment is acceptable.





In no event will Rockwell Automation, Inc. be responsible or liable for indirect or consequential damages resulting from the use or application of this equipment.

The examples and diagrams in this manual are included solely for illustrative purposes. Because of the many variables and requirements associated with any particular installation, Rockwell Automation, Inc. cannot assume responsibility or liability for actual use based on the examples and diagrams.

No patent liability is assumed by Rockwell Automation, Inc. with respect to use of information, circuits, equipment, or software described in this manual.

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Throughout this manual, when necessary, we use notes to make you aware of safety considerations.

	WARNING: Identifies information about practices or circumstances that can cause an explosion in a hazardous environment, which may lead to personal injury or death, property damage, or economic loss.
	ATTENTION: Identifies information about practices or circumstances that can lead to personal injury or death, property damage, or economic loss. Attentions help you identify a hazard, avoid a hazard and recognize the consequences.
	SHOCK HAZARD: Labels may be on or inside the equipment (for example, drive or motor) to alert people that dangerous voltage may be present.
	BURN HAZARD: Labels may be on or inside the equipment (for example, drive or motor) to alert people that surfaces may reach dangerous temperatures.
IMPORTANT	Identifies information that is critical for successful application and understanding of the product.

Environment and Enclosure



ATTENTION: This equipment is intended for use in a Pollution Degree 2 industrial environment, in overvoltage Category II applications (as defined in IEC publication 60664-1), at altitudes up to 2000 meters (6562 feet) without derating.

This equipment is considered Group 1, Class A industrial equipment according to IEC/CISPR Publication 11. Without appropriate precautions, there may be potential difficulties ensuring electromagnetic compatibility in other environments due to conducted as well as radiated disturbance.

This equipment is supplied as open-type equipment. It must be mounted within an enclosure that is suitably designed for those specific environmental conditions that will be present and appropriately designed to prevent personal injury resulting from accessibility to live parts. The enclosure must have suitable flame-retardant properties to prevent or minimize the spread of flame, complying with a flame spread rating of 5VA, V2, V1, V0 (or equivalent) if non-metallic. The interior of the enclosure must be accessible only by the use of a tool. Subsequent sections of this publication may contain additional information regarding specific enclosure type ratings that are required to comply with certain product safety certifications.

In addition to this publication, see the following:

- Industrial Automation Wiring and Grounding Guidelines, for additional installation requirements, Allen-Bradley publication [1770-4.1](#).
- NEMA Standards publication 250 and IEC publication 60529, as applicable, for explanations of the degrees of protection provided by different types of enclosure.



Preventing Electrostatic Discharge



ATTENTION: This equipment is sensitive to electrostatic discharge, which can cause internal damage and affect normal operation. Follow these guidelines when you handle this equipment:

- Touch a grounded object to discharge potential static.
- Wear an approved grounding wrist strap.
- Do not touch connectors or pins on component boards.
- Do not touch circuit components inside the equipment.
- Use a static-safe workstation, if available.
- Store the equipment in appropriate static-safe packaging when not in use.

North American Hazardous Location Approval

<p>The following information applies when operating this equipment in hazardous locations:</p>	<p>Informations sur l'utilisation de cet équipement en environnements dangereux:</p>
<p>Products marked "CL I, DIV 2, GP A, B, C, D" are suitable for use in Class I Division 2 Groups A, B, C, D, Hazardous Locations and nonhazardous locations only. Each product is supplied with markings on the rating nameplate indicating the hazardous location temperature code. When combining products within a system, the most adverse temperature code (lowest "T" number) may be used to help determine the overall temperature code of the system. Combinations of equipment in your system are subject to investigation by the local Authority Having Jurisdiction at the time of installation.</p>	<p>Les produits marqués "CL I, DIV 2, GP A, B, C, D" ne conviennent qu'à une utilisation en environnements de Classe I Division 2 Groupes A, B, C, D dangereux et non dangereux. Chaque produit est livré avec des marquages sur sa plaque d'identification qui indiquent le code de température pour les environnements dangereux. Lorsque plusieurs produits sont combinés dans un système, le code de température le plus défavorable (code de température le plus faible) peut être utilisé pour déterminer le code de température global du système. Les combinaisons d'équipements dans le système sont sujettes à inspection par les autorités locales qualifiées au moment de l'installation.</p>
<div style="display: flex; align-items: center;">  <div> <p>EXPLOSION HAZARD</p> <ul style="list-style-type: none"> • Do not disconnect equipment unless power has been removed or the area is known to be nonhazardous. • Do not disconnect connections to this equipment unless power has been removed or the area is known to be nonhazardous. Secure any external connections that mate to this equipment by using screws, sliding latches, threaded connectors, or other means provided with this product. • Substitution of components may impair suitability for Class I, Division 2. • If this product contains batteries, they must only be changed in an area known to be nonhazardous. </div> </div>	<div style="display: flex; align-items: center;">  <div> <p>RISQUE D'EXPLOSION</p> <ul style="list-style-type: none"> • Couper le courant ou s'assurer que l'environnement est classé non dangereux avant de débrancher l'équipement. • Couper le courant ou s'assurer que l'environnement est classé non dangereux avant de débrancher les connecteurs. Fixer tous les connecteurs externes reliés à cet équipement à l'aide de vis, loquets coulissants, connecteurs filetés ou autres moyens fournis avec ce produit. • La substitution de composants peut rendre cet équipement inadapté à une utilisation en environnement de Classe I, Division 2. • S'assurer que l'environnement est classé non dangereux avant de changer les piles. </div> </div>



ATTENTION: To comply with UL restrictions, field power and all connected devices must be powered from a single source compliant with the following:
Class 2



ATTENTION: To comply with the CE Low Voltage Directive (LVD), field power and all connected I/O must be powered from a source compliant with the following:
Safety Extra Low Voltage (SELV) or Protected Extra Low Voltage (PELV).

European Hazardous Location Approval

The following applies when the product bears the Ex Marking

This equipment is intended for use in potentially explosive atmospheres as defined by European Union Directive 94/9/EC.

DEMKO certifies that this equipment has been found to comply with the Essential Health and Safety Requirements relating to the design and construction of Category 3 equipment intended for use in Zone 2 potentially explosive atmospheres, given in Annex II to this Directive.

Compliance with the Essential Health and Safety Requirements has been assured by compliance with EN 60079-0:2012+A11:2013, EN 60079-15:2010, reference certificate number DEMKO 04ATEX0330347X.



WARNING: This equipment shall be mounted in an ATEX certified enclosure with a minimum ingress protection rating of at least IP54 (as defined in IEC60529) and used in an environment of not more than Pollution Degree 2 (as defined in IEC 60664-1) when applied in Zone 2 environments. The enclosure must utilize a tool removable cover or door.

WARNING: This equipment shall be used within its specified ratings defined by Rockwell Automation.

WARNING: Provision shall be made to prevent the rated voltage from being exceeded by transient disturbances of more than 140% of the rated voltage when applied in Zone 2 environments.

WARNING: This equipment must be used only with ATEX certified Rockwell Automation backplanes.

WARNING: Secure any external connections that mate to this equipment by using screws, sliding latches, threaded connectors, or other means provided with this product.

WARNING: Do not disconnect equipment unless power has been removed or the area is known to be nonhazardous.



ATTENTION: This equipment is not resistant to sunlight or other sources of UV radiation.



ATTENTION: If this equipment is used in a manner not specified by the manufacturer, the protection provided by the equipment may be impaired.

Before You Begin

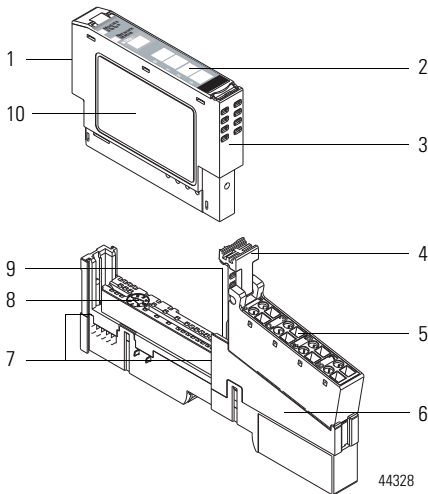
Note that this series C product can be used with the following:

- DeviceNet and PROFIBUS adapters
- ControlNet and EtherNet/IP adapters, using RSLogix 5000 software, version 11 or later

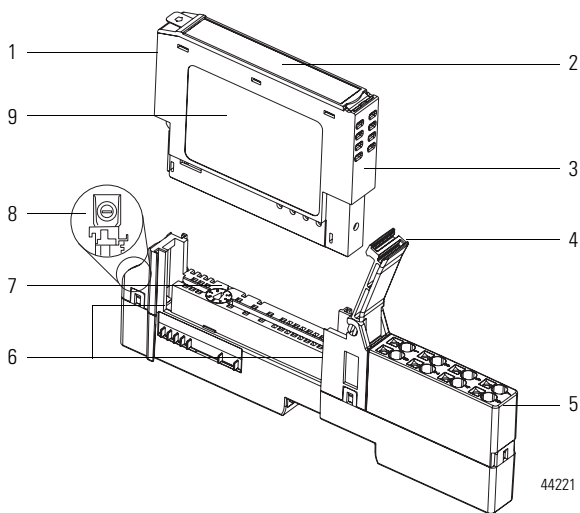
See the figures to familiarize yourself with major parts of the module, noting that the wiring base assembly is one of the following:

- 1734-TB or 1734-TBS POINT I/O two-piece terminal base, which includes the 1734-RTB removable terminal block and 1734-MB mounting base
- 1734-TOP or 1734-TOPS POINT I/O one-piece terminal base

POINT I/O 4 Channel High Density Current Input Module



	Description		Description
1	Module locking mechanism	6	Mounting base – 1734-TB, 1734-TBS
2	Slide-in writable label	7	Interlocking side pieces
3	Insertable I/O module	8	Mechanical keying (orange)
4	Removable Terminal Block (RTB) handle	9	DIN rail locking screw (orange)
5	RTB with screw or spring clamp	10	Module wiring diagram



	Description		Description
1	Module locking mechanism	6	Interlocking side pieces
2	Slide-in writable label	7	Mechanical keying (orange)
3	Insertable I/O module	8	DIN rail locking screw (orange)
4	Handle	9	Module wiring diagram
5	One-piece terminal base with screw or spring clamp – 1734-TOP, 1734-TOPS		

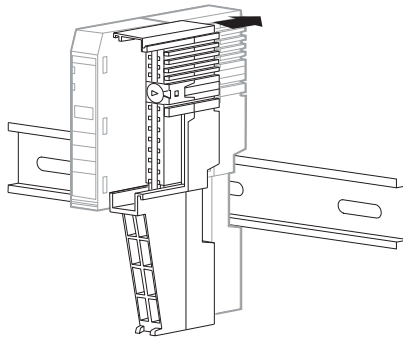
Install the Mounting Base

To install the mounting base on the DIN rail (Allen-Bradley part number 199-DR1; 46277-3; EN50022), proceed as follows:



ATTENTION: This product is grounded through the DIN rail to chassis ground. Use zinc plated yellow-chromate steel DIN rail to assure proper grounding. The use of other DIN rail materials (for example, aluminum or plastic) that can corrode, oxidize, or are poor conductors, can result in improper or intermittent grounding. Secure DIN rail to mounting surface approximately every 200 mm (7.8 in.) and use end-anchors appropriately.

1. Position the mounting base vertically above the installed units (adapter, power supply or existing module).



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2. Slide the mounting base down allowing the interlocking side pieces to engage the adjacent module or adapter.
3. Press firmly to seat the mounting base on the DIN rail. The mounting base snaps into place.
4. To remove the mounting base from the DIN rail, remove the module, and use a small bladed screwdriver to rotate the base locking screw to a vertical position. This releases the locking mechanism. Then lift straight up to remove.

Install the Module

The module can be installed before or after base installation. Make sure that the mounting base is correctly keyed before installing the module into the mounting base. In addition, make sure the mounting base locking screw is positioned horizontal reference to the base.

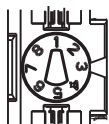


WARNING: When you insert or remove the module while backplane power is on, an electrical arc can occur. This could cause an explosion in hazardous location installations.

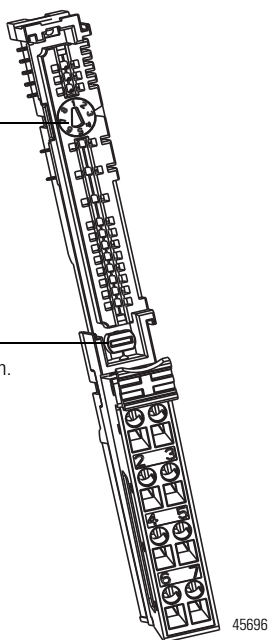
Be sure that power is removed or the area is nonhazardous before proceeding. Repeated electrical arcing causes excessive wear to contacts on both the module and its mating connector. Worn contacts may create electrical resistance that can affect module operation.

1734-TB Base

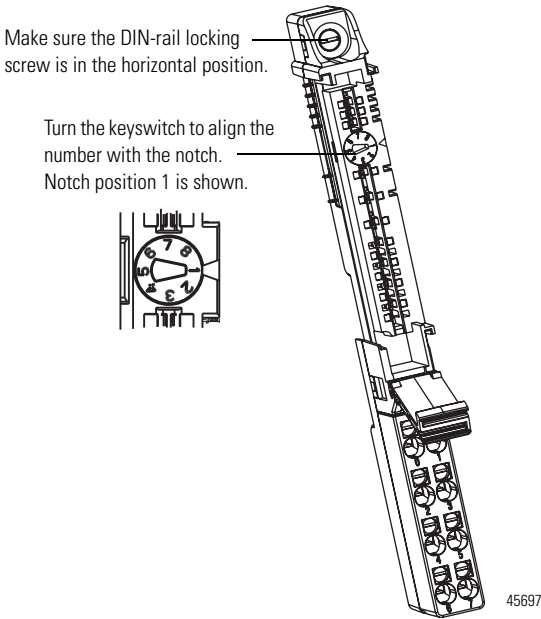
Turn the keyswitch to align the number with the notch. Notch position 3 is shown.



Make sure the DIN rail locking screw is in the horizontal position.



1734-TOP Base

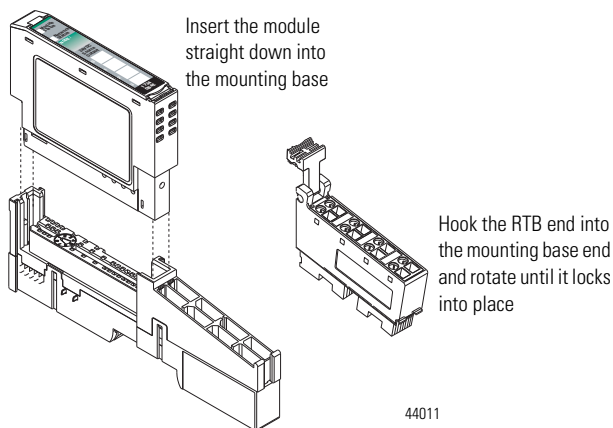


1. Using a bladed screwdriver to rotate the keyswitch on the mounting base clockwise until the number required for the type of module being installed aligns with the notch in the base.
2. Make certain the DIN rail locking screw is in the horizontal position. You cannot insert the module if the locking mechanism is unlocked.
3. Insert the module straight down into the mounting base and press to secure. The module locks into place.

Install the Removable Terminal Block

A Removable Terminal Block (RTB) is supplied with your wiring base assembly. To remove, pull up on the RTB handle. This allows the mounting base to be removed and replaced as necessary without removing any of the wiring. To reinsert the Removable Terminal Block, proceed as follows:

1. Insert the end opposite the handle into the base unit. This end has a curved section that engages with the wiring base.
2. Rotate the terminal block into the wiring base until it locks itself in place.
3. If an I/O module is installed, snap the RTB handle into place on the module.



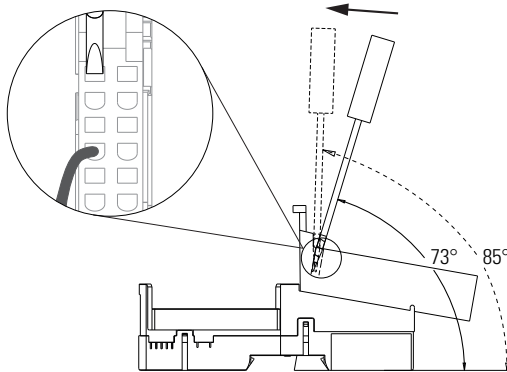
WARNING: When you connect or disconnect the Removable Terminal Block (RTB) with field side power applied, an electrical arc can occur. This could cause an explosion in hazardous location installations.

Be sure that power is removed or the area is nonhazardous before proceeding.

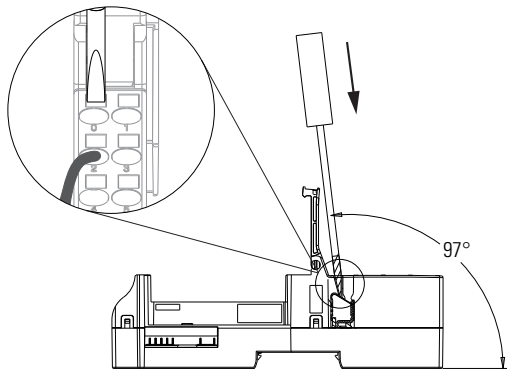
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WARNING: For 1734-RTBS and 1734-RTB3S, to latch and un-latch the wire, insert a bladed screwdriver (catalog number 1492-N90 – 3 mm diameter blade) into the opening at approximately 73° (blade surface is parallel with top surface of the opening) and push up gently.



WARNING: For 1734-TOPS and 1734-TOP3S, to latch and un-latch the wire, insert a bladed screwdriver (catalog number 1492-N90 – 3 mm diameter) into the opening at approximately 97° (blade surface is parallel with top surface of the opening) and press in (do not push up or down).



Remove a Mounting Base

To remove a mounting base, you must remove any installed module, and the module installed in the base to the right. Remove the Removable Terminal Block, if wired.

1. Unlatch the RTB handle on the I/O module.
2. Pull on the RTB handle to remove the Removable Terminal Block.
3. Press on the module lock on the top of the module.
4. Pull on the I/O module to remove from the base.
5. Repeat steps 1, 2, 3 and 4 for the module to the right.
6. Use a small bladed screwdriver to rotate the orange base locking screw to a vertical position. This releases the locking mechanism.
7. Lift straight up to remove.

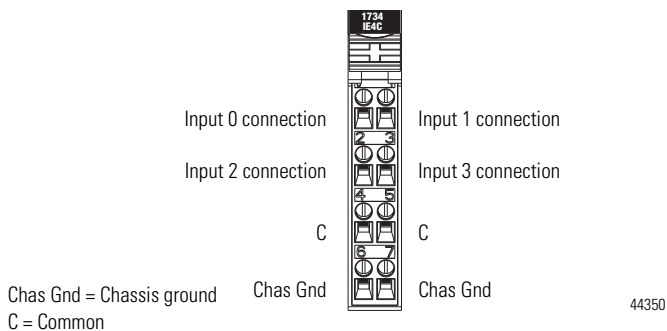
Install a 1734-TOPS Base

1. Position the base vertically above the installed units, such as an adapter, power supply, or existing module.
2. Slide the base down, allowing the interlocking side pieces to engage the adjacent installed unit.
3. Press firmly to seat the base on the DIN rail until the base snaps into place.
4. Verify that the DIN-rail locking screw is in a horizontal, locked position before inserting an I/O module.

Remove a 1734-TOPS Base

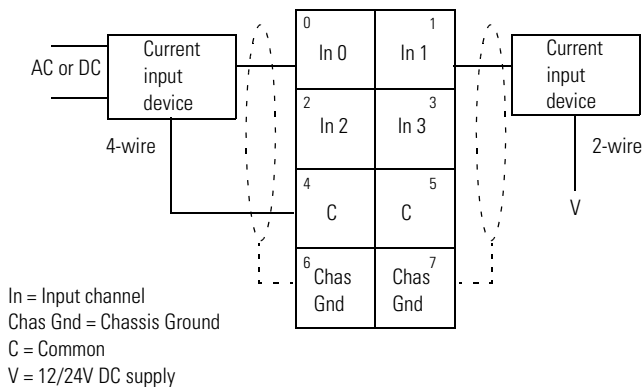
1. To remove a wiring base from the DIN rail, you must remove the module installed to the right of the base.
2. Squeeze the module locking mechanism of the module to the right of the base, pulling up to remove the module.
3. Turn the orange locking screw to a vertical position to unlock the base from the DIN rail.
4. Slide the base up to release it from its mating units.

Wire the Module



WARNING: If you connect or disconnect wiring while the field-side power is on, an electrical arc can occur. This could cause an explosion in hazardous location installations. Be sure that power is removed or the area is nonhazardous before proceeding.

Wiring Diagram



Channel	Current Input	Common	Chassis Ground
0	0	4 or 5	6 or 7
1	1		
2	2		
3	3		

12/24V DC is provided by the internal power bus.

Communicate with Your Module

I/O messages are sent to (consumed) and received from (produced) the POINT I/O modules. These messages are mapped into the processor's memory.

This POINT I/O input module produces 12 bytes of input data (scanner Rx) and fault status data. It does not consume I/O data (scanner Tx).

Default Data Map for the 1734-IE4C Analog Input Module

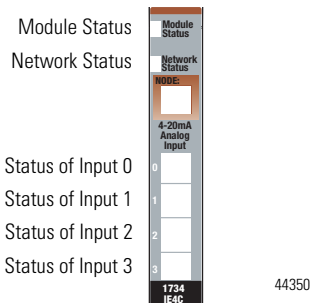
Message size: 12 Bytes

	15	14	13	12	11	10	09	08	07	06	05	04	03	02	01	00
Produces (scanner Rx)	Input Channel 0 High Byte								Input Channel 0 Low Byte							
	Input Channel 1 High Byte								Input Channel 1 Low Byte							
	Input Channel 2 High Byte								Input Channel 2 Low Byte							
	Input Channel 3 High Byte								Input Channel 3 Low Byte							
	Status Byte for Channel 1								Status Byte for Channel 0							
	OR	UR	HHA	LLA	HA	LA	CM	CF	OR	UR	HHA	LLA	HA	LA	CM	CF
	Status Byte for Channel 3								Status Byte for Channel 2							
OR	UR	HHA	LLA	HA	LA	CM	CF	OR	UR	HHA	LLA	HA	LA	CM	CF	
Consumes (scanner Tx)	No consumed data															

Where:
 CF = Channel Fault status; 0 = no error, 1 = fault
 CM = Calibration Mode; 0 = normal, 1 = calibration mode
 LA = Low Alarm; 0 = no error, 1 = fault
 HA = High Alarm; 0 = no error, 1 = fault
 LLA = Low/Low Alarm; 0 = no error, 1 = fault
 HHA = High/High Alarm; 0 = no error, 1 = fault
 UR = Underrange; 0 = no error, 1 = fault
 OR = Overrange; 0 = no error, 1 = fault

Interpret Status Indicators

Refer to the following diagram and table for information on how to interpret the status indicators.



Indicator Status for Module

Indicator	State	Description
Module status	Off	No power applied to device.
	Green	Device operating normally.
	Flashing green	Device needs commissioning due to missing, incomplete, or incorrect configuration.
	Flashing red	Recoverable fault.
	Red	Unrecoverable fault may require device replacement.
	Flashing red/green	Device is in self-test mode.
Network status	Off	Device is not online: - Device has not completed dup_MAC-id test. - Device not powered – check module status indicator.
	Flashing green	Device is online but has no connections in the established state.
	Green	Device is online and has connections in the established state.
	Flashing red	One or more I/O connections are in timed-out state.
	Red	Critical link failure – failed communication device. Device detected error that prevents it from communicating on the network.
	Flashing red/green	Communication faulted device – the device has detected a network access error and is in communication faulted state. Device has received and accepted an Identity Communication Faulted Request – long protocol message.
Channel status	Off	Module in CAL mode.
	Solid green	Normal (channel scanning inputs).
	Flashing green	Channel being calibrated.
	Solid red	No power or major channel fault.
	Flashing red	Channel at end of range (0 mA or 21 mA).

Specifications

IMPORTANT Note that the Input update rate and Step response for 1734-IE4C module differs from that of catalog number 1734-IE2C module.

Input Specifications

Attribute	Value
Number of inputs	4, single-ended, non-isolated, current
Resolution	16 bits – over 0...21 mA 0.32 μ A/cnt
Input current terminal	4...20 mA 0...20 mA
Absolute accuracy ⁽¹⁾ Current terminal	0.1% Full Scale @ 25 °C
Accuracy drift w/temp. Current terminal	30 ppm/°C
Input update rate (per module)	240 ms @ Notch = 50 Hz 200 ms @ Notch = 60 Hz (default) 120 ms @ Notch = 100 Hz 100 ms @ Notch = 120 Hz 60 ms @ Notch = 200 Hz 50 ms @ Notch = 240 Hz 40 ms @ Notch = 300 Hz 30 ms @ Notch = 400 Hz 25 ms @ Notch = 480 Hz
Step response (per channel)	60 ms @ Notch = 50 Hz 50 ms @ Notch = 60 Hz (default) 30 ms @ Notch = 100 Hz 25 ms @ Notch = 120 Hz 15 ms @ Notch = 200 Hz 12.5 ms @ Notch = 240 Hz 10 ms @ Notch = 300 Hz 7.5 ms @ Notch = 400 Hz 6.25 ms @ Notch = 480 Hz
Input impedance/resistance	60 Ω
Conversion type	Delta Sigma
Common mode rejection ratio	-120 dB

Input Specifications

Attribute	Value
Normal mode rejection ratio	-60 dB Notch Filter 13.1 Hz @ Notch = 50 Hz 15.7 Hz @ Notch = 60 Hz (default) 26.2 Hz @ Notch = 100 Hz 31.4 Hz @ Notch = 120 Hz 52.4 Hz @ Notch = 200 Hz 62.9 Hz @ Notch = 240 Hz 78.6 Hz @ Notch = 300 Hz 104.8 Hz @ Notch = 400 Hz 125.7 Hz @ Notch = 480 Hz
Data format	Signed integer
Maximum overload	Fault protected to 28.8V DC
Calibration	Factory calibrated
Indicators, logic side	1 green/red network status 1 green/red module status 4 green/red input status

⁽¹⁾ Includes offset, gain, non-linearity and repeatability error terms.

IMPORTANT Refer to Publication [1734-SG001](#) for information on breaking the field power distribution bus. See sections “When to Use the Field Power Distributor” and “When to Use the Expansion Power Unit”.

General Specifications

Attribute	Value
Terminal base	1734-TB3, 1734-TB3S wiring base assembly
POINTBus current, max	75 mA
Power dissipation, max	0.55 W @ 28.8V DC
Thermal dissipation, max	2.0 BTU/hr @ 28.8V DC
Supply voltage, backplane	5V DC
Supply voltage range, field power input	10...28.8V DC, 20 mA, Class 2
Input current	4...20 mA or 0...20 mA
Isolation voltage	50V, tested @ 1500V AC for 60 s, inputs and field power to system No isolation between individual inputs or inputs to field power
Dimensions (HxWxD), approx.	56.0 x 12.0 x 75.5 mm (2.21 x 0.47 x 2.97 in.)
Keyswitch position	3
Enclosure type rating	None (open-style)
Wire size	0.25...2.5 mm ² (22...14 AWG) solid or stranded copper wire rated at 100 °C (212 °F), or greater, 1.2 mm (3/64 in.) insulation max
Wiring category ⁽¹⁾	2 – on signal ports 1 – on power ports
Wire type	Shielded
Terminal base screw torque	Determined by installed terminal block
Weight, approx.	35 g (1.235 oz)
North American temp code	T4A
IEC temp code	T4



⁽¹⁾ Use this conductor category information for planning conductor routing as described in Industrial Automation Wiring and Grounding Guidelines, publication [1770-4.1](#).

Environmental Specifications

Attribute	Value
Temperature, operating	IEC 60068-2-1 (Test Ad, Operating Cold), IEC 60068-2-2 (Test Bd, Operating Dry Heat), IEC 60068-2-14 (Test Nb, Operating Thermal Shock): -20...55 °C (-4...131 °F)
Temperature, surrounding air, max	55 °C (131 °F)
Temperature, nonoperating	IEC 60068-2-1 (Test Ab, Unpackaged Nonoperating Cold), IEC 60068-2-2 (Test Bb, Unpackaged Nonoperating Dry Heat), IEC 60068-2-14 (Test Na, Unpackaged Nonoperating Thermal Shock): -40...85 °C (-40...185 °F)
Relative humidity	IEC 60068-2-30 (Test Db, Unpackaged Damp Heat): 5...95% noncondensing
Vibration	IEC 60068-2-6, (Test Fc, Operating): 5 g @ 10...500 Hz
Shock, operating	IEC 60068-2-27 (Test Ea, Unpackaged Shock): 30 g
Shock, nonoperating	IEC 60068-2-27 (Test Ea, Unpackaged Shock): 50 g
Emissions	CISPR 11 Group 1, Class A
ESD immunity	IEC 61000-4-2: 6 kV contact discharges 8 kV air discharges
Radiated RF immunity	IEC 61000-4-3: 10V/m with 1 kHz sine-wave 80%AM from 80 MHz...2000 MHz 10V/m with 200 Hz 50% pulse 100%AM @ 900 MHz 10V/m with 200 Hz 50% pulse 100%AM @ 1890 MHz 3V/m with 1 kHz sine-wave 80%AM from 2000...2700 MHz
EFT/B immunity	IEC 61000-4-4: ±3 kV at 5 kHz on power ports ±3 kV at 5 kHz on signal ports
Surge transient immunity	IEC 61000-4-5: ±1 kV line-line(DM) and ±2 kV line-earth(CM) on power ports ±2 kV line-earth(CM) on shielded ports
Conducted RF immunity	IEC 61000-4-6: 10V rms with 1 kHz sine-wave 80%AM @ 150 kHz...80 MHz

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Certifications

Certification (when product is marked) ⁽¹⁾	Value
c-UL-us	UL Listed Industrial Control Equipment, certified for US and Canada. See UL File E65584. UL Listed for Class I, Division 2 Group A,B,C,D Hazardous Locations, certified for U.S. and Canada. See UL File E194810
CE	European Union 2014/30/EU EMC Directive, compliant with: EN 61326; Meas./Control/Lab., Industrial Requirements EN 61000-6-2; Industrial Immunity EN 61000-6-4; Industrial Emissions EN 61131-2; Programmable Controllers (Clause 8, Zone A and B)
Ex  	European Union 2014/34/EU ATEX Directive, compliant with: EN 60079-15:2010; Potentially Explosive Atmospheres, Protection "n" EN 60079-0:2012 + A11:2013; General Requirements II 3 G Ex nA IIC T4 Gc DEMKO 04 ATEX 0330347X
EAC	Russian Customs Union TR CU 020/2011 EMC Technical Regulation
RCM	Australian Radiocommunications Act, compliant with: AS/NZS CISPR 11; Industrial Emissions
KC	Korean Registration of Broadcasting and Communications Equipment, compliant with: Article 58-2 of Radio Waves Act, Clause 3

⁽¹⁾ See the Product Certification link at <http://www.rockwellautomation.com/products/certification/> for Declaration of Conformity, Certificates, and other certification details.

Notes:

Rockwell Automation Support

Rockwell Automation provides technical information on the Web to assist you in using its products. At <http://www.rockwellautomation.com/support/>, you can find technical manuals, a knowledge base of FAQs, technical and application notes, sample code and links to software service packs, and a MySupport feature that you can customize to make the best use of these tools.

For an additional level of technical phone support for installation, configuration and troubleshooting, we offer TechConnect support programs. For more information, contact your local distributor or Rockwell Automation representative, or visit <http://www.rockwellautomation.com/support/>.

Installation Assistance

If you experience a problem within the first 24 hours of installation, please review the information that's contained in this manual. You can also contact a special Customer Support number for initial help in getting your product up and running.

United States or Canada	1.440.646.3434
Outside United States or Canada	Use the Worldwide Locator at http://www.rockwellautomation.com/support/americas/phone_en.html , or contact your local Rockwell Automation representative.

New Product Satisfaction Return

Rockwell Automation tests all of its products to ensure that they are fully operational when shipped from the manufacturing facility. However, if your product is not functioning and needs to be returned, follow these procedures.

United States	Contact your distributor. You must provide a Customer Support case number (call the phone number above to obtain one) to your distributor to complete the return process.
Outside United States	Please contact your local Rockwell Automation representative for the return procedure.

Documentation Feedback

Your comments will help us serve your documentation needs better. If you have any suggestions on how to improve this document, complete this form, publication [RA-DU002](#), available at <http://www.rockwellautomation.com/literature/>.

Rockwell Automation maintains current product environmental information on its website at <http://www.rockwellautomation.com/rockwellautomation/about-us/sustainability-ethics/product-environmental-compliance.page>.

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