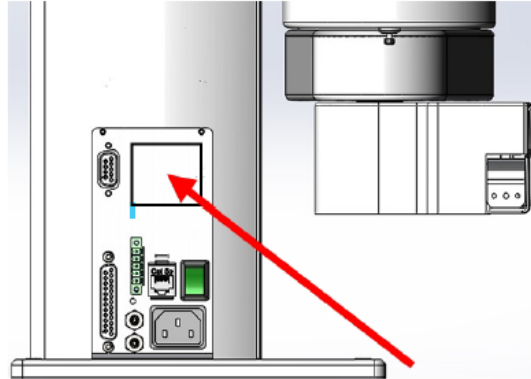
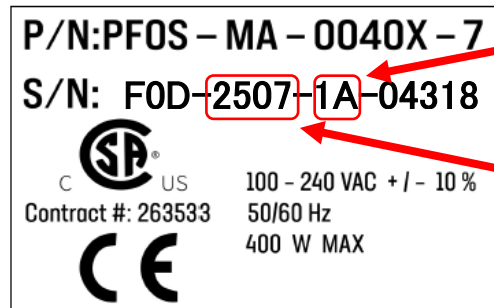


### Product(s) Affected:

PreciseFlex 400 robots with serial number label date range of 2507 – 2509 and serial label revision of 1A.



Product Label at the Base of the Robot



Sample Robot Product Label

Rev: 1A

Date Range: 2507 through 2509

<b>Risk</b> <input type="checkbox"/> Human Safety - personal injury may occur <input type="checkbox"/> Application Safety – application specific damage may occur <input type="checkbox"/> Product Safety - product damage may occur <input checked="" type="checkbox"/> No Safety Risk	<b>Repair Method</b> <input checked="" type="checkbox"/> Repair In Application <input type="checkbox"/> Repair removed from application  <input type="checkbox"/> Repair Center <input type="checkbox"/> No Repair Required
<b>Priority</b> <input type="checkbox"/> Urgent - Immediate Proactive Action Required <input type="checkbox"/> Next Visit - Prompt Action Required <input checked="" type="checkbox"/> As Required  <input type="checkbox"/> Information Only	<b>Parts Disposition</b> <input type="checkbox"/> Return Old Parts for Analysis  <input type="checkbox"/> Return Old Parts for Repair <input type="checkbox"/> Dispose of Old Parts in Appropriate Manner <input checked="" type="checkbox"/> No Parts Required
<b>Action</b> <input type="checkbox"/> Mandatory – All Affected Installations <input checked="" type="checkbox"/> Recommended	<b>Distribution</b> <input type="checkbox"/> Brooks Field Service, Support, Repair <input type="checkbox"/> Brooks and OEMs

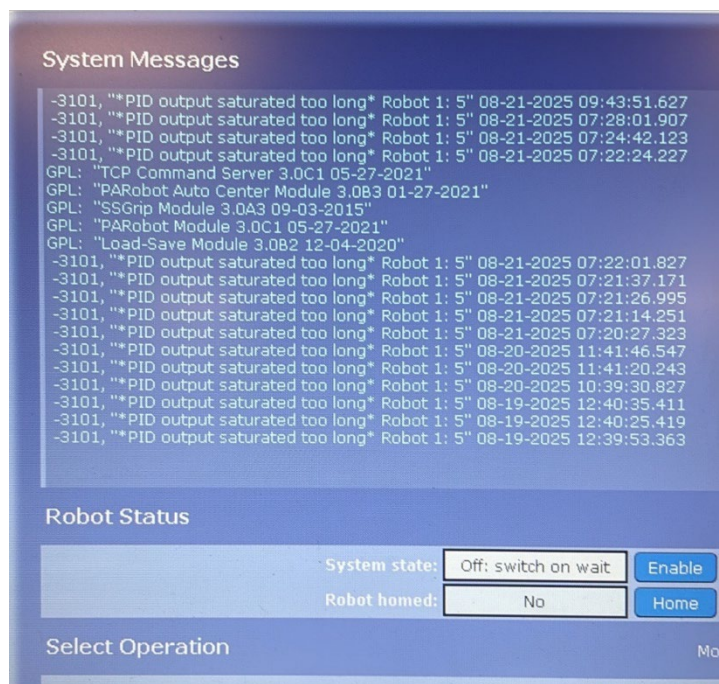
<input type="checkbox"/> On Failure <input type="checkbox"/> No Action Required	<input type="checkbox"/> Brooks, OEMs, and End Users <input checked="" type="checkbox"/> Brooks and Specific Groups/OEMs/End Users
<b>Reason</b> <input checked="" type="checkbox"/> Hardware Issue <input checked="" type="checkbox"/> Software Issue <input type="checkbox"/> Operation Issue <input type="checkbox"/> Maintenance Issue <input type="checkbox"/> Information or Documentation <input type="checkbox"/> Other	<b>Billing</b> <input type="checkbox"/> Retrofit – no charge <input type="checkbox"/> Upgrade – billable <input type="checkbox"/> Standard Warranty <input type="checkbox"/> Other Warranty, see explanation below <input checked="" type="checkbox"/> No Billing

### Purpose of this TSB

This TSB notifies customers of error -3101 that may occur with the PreciseFlex 400 robots that were manufactured from July 2025 – September 2025. This notice provides instructions on how to edit the setup parameters to resolve the issue.

### Symptoms

While operating the IntelliGuide s23 or v23 gripper on a PreciseFlex 400 robot, high power to the amplifiers may unexpectedly turn off, resulting in the error -3101 “PID output saturation too long” being reported. The -3101 error can be confirmed as the cause by accessing System Messages in the web-based operator interface.



## Additional Warranty Information

N/A

## Cause

The problem is traced to incorrect parameters in the 10369 “PID output saturation duration limit, sec” field as shipped from the factory for PreciseFlex 400 robots manufactured during the timeframe of July 2025 – September 2025. Values as shipped from the factory were: 2, 2, 2, 2, 2

## Resolution

The issue has been corrected as of September 2025 with the release of new PAC files. The customer can fix the issue by manually updating the System Setup parameters for Data ID#10369 to be: 0.2, 0.2, 0.2, 0.2, 0.

## Tools Required

There are no special tools required to perform this update.

## Software Required

None. Access to the web-based operator interface is needed.

## Procedure

1. Access the web-based operator interface for the robot – screenshots on following page.
2. Navigate to: Setup>System Setup>Parameter Database>Robot: PreciseFlex 400SX (or PreciseFlex 400SXL)>Servo parameters>Compensator>Other and locate data ID “10369 PID output saturation limit, sec”
  - Figure 1 illustrates the problematic factory values of 2, 2, 2, 2, 2
3. Edit the values to be: .2, .2, .2, .2, 0
4. Select [Set new values]
5. Select [Save all to Flash]
  - Figure 2 illustrates the updated settings.

----- End of Procedure -----

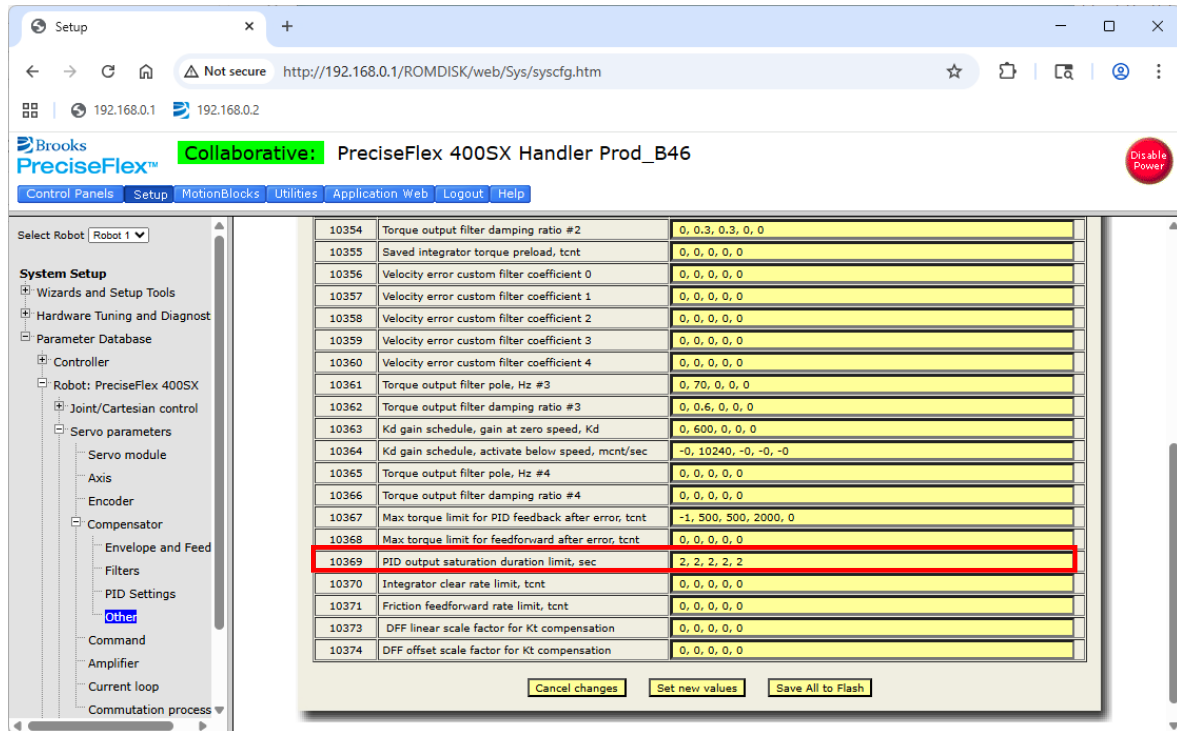


Figure 1: Factory Values for 10369 that cause -3101 Error

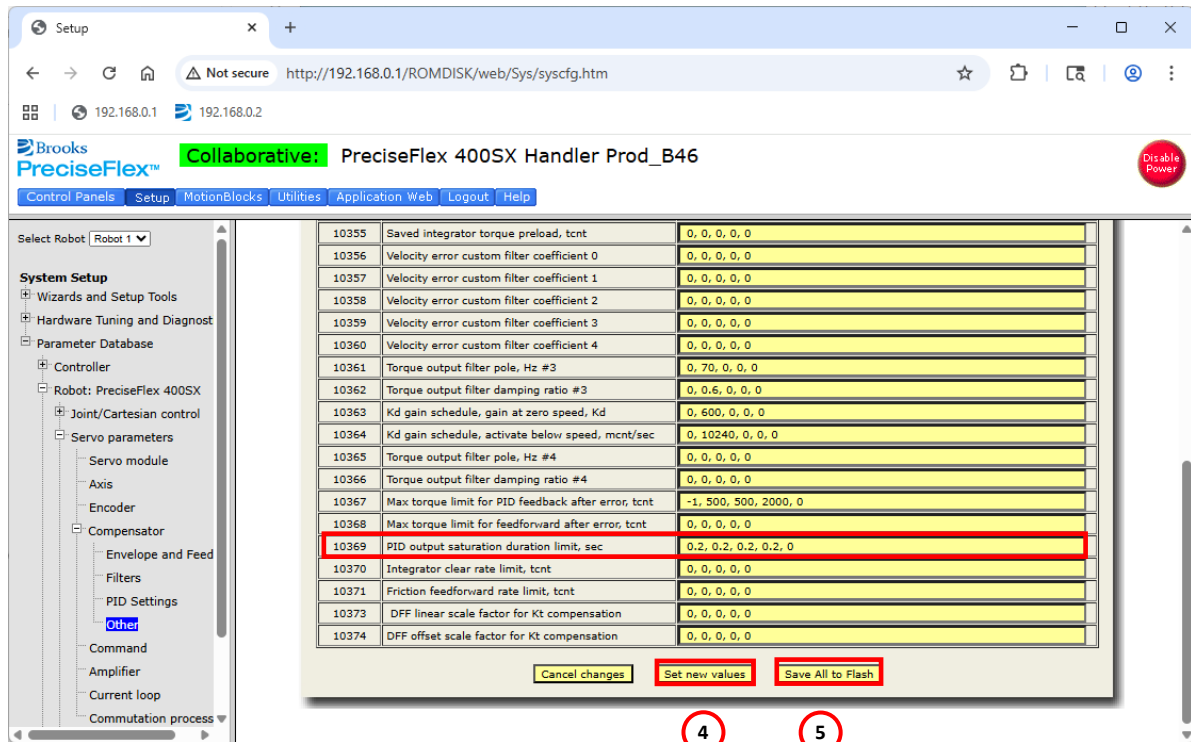


Figure 2: Valid Values for 10369

If you have any questions, comments, or suggestions regarding this document, please contact Brooks Automation Technical Support at the number or email listed below.

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## Revision History:

Revision	ECO	Date	Action	Author
A	EC168919	11/20/25	Initial Release	Terese Q. Hibbert