



*Moog Animatics
2581 Leghorn Street
Mountain View, California 94043
United States*

*Moog Animatics
1995 NC Hwy 141
Murphy, North Carolina 28906
United States*

Email: animatics_sales@moog.com

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NOTICE REGARDING MOOG ANIMATICS CLASS 4 SMARTMOTOR

This notice is to inform you that we recently became aware of an issue impacting certain models of the Class 4 SmartMotor™ (refer to Appendix A: Impacted Model Numbers). The issue relates to functions associated with the optional external source input counter.

Our investigation into the issue found that it only impacts motors manufactured after February 2019.

As this is an ancillary function of the Class 4 SmartMotor, it is quite likely that this does not affect your use of the motor. The motor functionality impacted relates only to the use of an external quadrature encoder or step and direction input with the following modes:

- | | |
|--|-------------------------|
| • Step Mode | MS0, MS |
| • Electronic Gearing | MF0, MF1, MF2, MF4, MFR |
| • Electronic Camming | MC |
| • Optionally closing the position loop on external encoder | ENC1 |

We became aware of this subtle issue through customer comments, which prompted further testing of the Class 4 SmartMotor when using this ancillary functionality.

This is not a safety issue. It does not affect normal closed-loop operation of the motor in any way. What has been discovered is that, over longer periods of time, the external counter value returned by the SmartMotor may drift from the actual value.

If you do not use the external counter functionality, you may disregard this notice. If you are using this functionality and have experienced unexpected results, kindly contact our technical support team at +1.888.356.0357 who will work with you to solve your issue.

Appendix A: Impacted Model Numbers

P/N		
SM3430D-DN ASM5	SM2337DT-DN2PLS	SM2340SQ-Z4
SM3416D-DE	SM2337DT-DNP	SM2310SQ-V13
SM3416D	SM2340D-DN2PLS	SM1720M-BRK
SM3416D-BRK	SM2310D-PB	SM1720M-BRK-F1
SM3416D-F1	SM2337D-PBP	SM1720M
SM3416D-PLS	SM2337D-PLS	SM1720M-GH17P106527
SM3416D-BRKPLS-S	SM2337DT-PLS	SM1720M-F1
SM3416D-BRKDE	SM2340D-PLS	SM1720M-F2
SM3416D-DE	SM2310D-DE	SM4220TSPLSEST
SM3416D-DESIL	SM2320D-DE	SM4230TS-PLS
SM3416D-DEBRKPLS	SM2337D-DE	
SM3416D-DEPBPLS	SM2337D-T-DE	
SM3416D-DEPLS	SM2337DT-DE	
SM3416DDEBRSEV	SM2337DT-DE-F1	
SM3416D-NOV1	SM2340D-DE	
SM3416D-NOV1K	SM2337D-DESIL	
SM3416D-S	SM2310D-DEPLS	
SM2337D-S	SM2330D-DEPLS	
SM2337DT-S	SM2337D-DEPLS	
SM2320D-BRK	SM2337D-DEPS2	
SM2320D-BRK-F2-ONEXIA	SM2337DT-DEPLS	
SM2337D-BRK	SM2340D-DEPLS	
SM2337DT-BRK	SM2337DT-DESIL	
SM2340D-BRK	SM2337D-DEDN2PLS	
SM2310D	SM2337DT-DEDN2PLS-Z4	
SM2320D	SM2340D-BEPSDN-4.78T	
SM2337D	SM2340D-BEPSDN	
SM2337D-T	SM2340D-DEDN2PLS	
SM2337D-Z4	SM2337D-DEPBPLS	
SM2340D	SM2337DT-EPBP	
SM2340D-E1K	SM2320D-BRK-DE-PLS	
SM2340D-Z4	SM2337DT-PLSE	
SM2337D-M1	SM2337DTBKPSZ4	
SM2310D-DN2PLS	SM2310SQ	
SM2310D-DNP	SM2310SQ-Z4	
SM2320D-DN2PLS	SM2320SQ	
SM2320D-DN2PLS-F2	SM2320SQ-Z4	
SM2330D-DN2PLS	SM2330SQ	
SM2337D-DN2PLS	SM2340SQ	