D.R. Joseph
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D.R. Joseph 8-bit IBC Controllers Reach End-Of-Life Term

As many of you may know, as of May 31, 2013 the old 8-bit IBC systems that shipped from 1988 to mid-2003 are now past their end-of-life term, which means that DRJ will no longer provide email, phone or onsite support for 8-bit systems. Spare Parts are on a first come first serve basis, with a limited stock. In many cases, the 8-bit spare parts are rebuilt exchanged parts, which do not have a warranty. In other cases, 32-bit compatible spare parts will still be available for the 8-bit controller, such as IBC Sensors, Layflat Sensors, Proportional Valves and Bladder Valves.

Part of the reason for the end of life term is the unavailability of 8-bit hardware, while the other end of equation has to do with management of old technology; the new 32-bit processor is 100 times faster and is packed with many new improvements and user friendly features. Considering this, and the new 32-bit 3rd Generation control system, D.R. Joseph employees are no longer trained on 8-bit IBC support.

Figure 1: Log on or Register to access the Knowledge Base for the 8-bit service

Online 8-Bit Service Document Directory and Knowledge Base

In light of this, DRJ has implemented an 8-bit IBC Service Document Directory on our website (www.drj1.com) for 8-bit users in a bind to troubleshoot issues on their own. Any related 8-bit service inquires will be directed to our online service directory.

On the DRJ website home screen, 8-bit users can register their IBC Controller with the system serial number, and gain access to the knowledge base. The 8-bit serial numbers are located on the inside of the controller box, printed on a white sticker. For help with the registration process, click here.

Once logged in, by selecting 8-Bit Processor you will have access to useful troubleshooting documents such as Sensor Checkouts, Bladder Valve Calibration Instructions, Manuals, Schematics and a very detailed troubleshooting document for many common issues that users run into.

Under the Archives tab on the left (see figure 2), you can gain access to 8-bit schematics and wiring diagrams. Please note that there is no warranty issued with the documents, and that users accept full responsibility for the proper use of the documents.

Please note that this does not affect 32-bit systems, and service will remain unchanged for 32-bit controllers. Furthermore it is strongly suggested that 8-bit users look to a 32-bit IBC System upgrade for even better performance and continued support.

Figure 2: Archives Tab

Kaizen

Kaizen is a Japanese philosophy which focuses on continuous improvement. Many will argue If it aint broke; don't fix it; however that outlook is quite counterproductive in an industry where innovation is key. You may often find what was acceptable before, if not broken, was ripe for substantial improvement. The upgrade for the 3rd Generation IBC Controller is not only an investment in better technology, but also protection from machine downtime when an issue arises with equipment that is out of support and spare parts.

Contact us today to inquire about the upgrade path for your 8-bit system. In the meantime, you can also log onto our website and register your 8-bit system to get access to the wealth of information and tools on the DRJ Knowledge Base.

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