

# RGO-S

USER OPERATION MANUAL

2018

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# 1. Safety

## 1.1 Intended Use

Your radio remote control is designed for remote operation of machines and systems using safe wireless communications technology. Any modification, reconstruction or extension of the systems without a written agreement of Hetronic may lead to the loss of your warranty and guarantee claims.

Hetronic assumes no liability for damages resulting out of the non-observance of this operating manual. All persons, working with this radio remote control must

- Be suitably trained and qualified as required by the safety regulations.
- Strictly comply with the contents of this operating manual.

Before starting the radio remote control you must have read and fully understood this operating manual. The Safety Checklist in Appendix B is intended to be followed before each time the transmitter is powered up for operation.

## 1.2 Symbol Notation

The following symbols are used in this operating manual. The safety alert symbol is used in decals on the unit and with proper operation procedures in this manual.

Understand the safety message. It contains important information about personal safety on or near the unit.

|                                                                                     |                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>STOP!</b> This symbol gives you warning of imminent danger of life, risk of accident and risk of injury, as well as damage to property in case of non-observance of the working instructions. |
|  | <b>ATTENTION!</b> This symbol advises against a possible damage to the system in case of non-observance of the working instructions.                                                             |
|  | <b>TIP!</b> This symbol points to features and information which allow for an easier handling or operation.                                                                                      |

## 1.3 Practices and Laws

Practice safe working precautions for the benefit of yourself and others.

Be alert to unsafe conditions and the possibility of minor, moderate, or serious injury or death. Learn applicable rules and laws in your area.

## 1.4 Required Operator Training

The original purchaser of this unit was instructed by the seller on safe and proper operation. If unit is to be used by someone other than original purchaser; loaned, rented or sold, ALWAYS provide this manual and any needed safety training before operation. ALWAYS read and understand the documentation for any machine to be controlled by radio remote control.

## 1.5 Possible Sources of Danger

This device is part of a system that makes remote control via wireless radio signals possible. The transmission of control commands can take place around obstacles and out of the operator's direct line of sight. Take the following precautions to prevent accidental start-up and possible injury or damage:



Switch "OFF" the transmitter when it is not in use. Unless the transmitter has user access control password configured, remove the battery if unit is placed away from the operator.



Disconnect the power supply from the receiver before any assembly, maintenance or repair work is done.



AVOID SYSTEM DAMAGE - ALWAYS disconnect receiver power supply and control wiring before welding on any part of the machine.



Never remove or alter any of the safety features.



**ALWAYS** confirm that the machine and radio remote control Stop functions work properly **BEFORE** beginning any machine operation.

## 1.6 Protective Features

This transmitter is equipped with electronic and mechanical safety features. Control signals from other transmitters cannot be processed because transmission coding is unique to each system.

## 1.7 STOP in case of EMERGENCY

Push the emergency stop on the machine.

## 1.8 Caring for your ERGO-S

The enclosure materials employed on the ERGO-S transmitter have been carefully selected to minimise maintenance requirements.



**Buy a Hetronic ERGO-S holster and screen protector.** These will take care of your transmitter by preventing it from being subject to knocks and scratches. This helps to keep the unit's appearance longer and may also protect it from some internal damage should you accidentally knock or drop it.



**Always use genuine chargers and accessories.** Cheaper ones that are not compatible or made for going with your ERGO-S can harm the unit or lessen its lifespan.

Do not keep your ERGO-S stored in a closed container for extended periods of time unless it is powered off and the battery is removed from the unit. Charging the ERGO-S in a closed container is a potential fire hazard and may shorten its lifespan. Lithium-Ion batteries give off heat when charging and when discharging. Keep your battery percentage between 40%-80% for longer battery life.



**Clean your ERGO-S regularly.** Use damp cloth or alcohol wipes to clean the unit's exterior surfaces. Do not use aggressive cleaning agents that may inadvertently damage the unit.

## 2. Introduction and Functional Description

We congratulate you on the purchase of your new Hetronic ERGO-S push button transmitter. You have chosen a high quality product. Familiarise yourself with the unit before using it for the first time. In addition please carefully refer to the operating instructions and the safety advise given in this manual. Only use the product as instructed and only for the intended field of application. Keep these instructions in a safe place. If you pass the product on to anyone else, please ensure that you also pass on all the documentation with it.

### 2.1 Production and System Numbers

Before contacting your dealer or Hetronic about service, repair or replacement parts, note the equipment Production and System numbers. These numbers are located on the silver label affixed to the unit.

### 2.2 Before Operating Your Wireless Control Unit

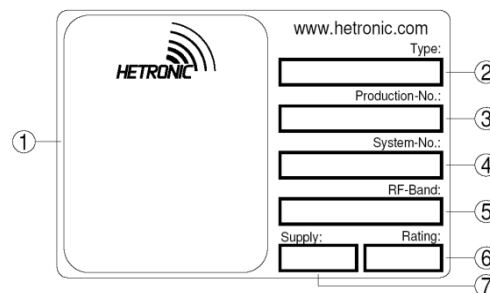
Confirm that installation of all your system components has been properly completed. Before start up, **ALWAYS** confirm that the machine and radio remote control Stop functions work properly.

Understand all Safety Precautions provided in the manuals and review control functions and operation of the machine and this radio remote control system. When not in use, turn the transmitter off and store in a safe place to prevent unauthorized use. Ensure that the USB Dongle (which acts as a security key to program the transmitter) is kept in a separate but safe and secure place. If the machine does not respond properly, immediately stop operation. Turn off the transmitter and report the condition to your supervisor.

Turn off the transmitter before any maintenance work is done. Always have fresh batteries on hand or an optional rechargeable battery pack in the battery charger to ensure the availability of a fully charged battery. Installation, setup and service must be performed by authorized and qualified personnel only.

### 2.3 Unit Label Areas and Meanings

1. Specific approvals, such as CE, FCC, IC, etc.
2. Type of ERGO-S transmitter
3. Eleven-digit Production Number
4. Eleven-digit System Number
5. Frequency information
6. Current rating
7. Supply voltage



**Figure 1. Blank Rating Plate**

## 3. Your ERGO-S Transmitter

### 3.1 General Description

The ERGO-S is an ergonomically designed, programmable wireless transmitter capable of transmitting up to 32 on/off functions to remotely control a machine.

Your transmitter is encased in a rugged IP65 rated housing, is battery-powered, and comes equipped with built-in low battery detection. Standard equipment includes two 3.4Ah Lithium-Ion batteries and battery charger.

### 3.2 ERGO-S Basic Features

- Fully programmable via H-Link
- 8 push buttons with up to two detents
- 4 push buttons with single detent, one of which is the power button
- 1 proportional Joystick or Selector Switch
- Minimum 100 m (300 ft.) range using CS4XX and CS8xx modules
- Minimum 60 m (196 ft.) range using CS2400 RF module
- Typically 100 m (300 ft.) range using on board MFS radio
- Internal Antenna
- Auto power off feature (configurable)
- Infrared (configurable)
- USB Interface
- Tilt Sensor
- Low Battery detection
- Status bi-colour LED Red/Green
- Feedback LEDs bi-colour Red/Green
- Cable Control
- Multi-Address Mode
- Magnetic Belt Clip
- Data Logging (configurable)
- Rechargeable battery pack

### 3.3 Standard ERGO-S 2.4GHz Configuration

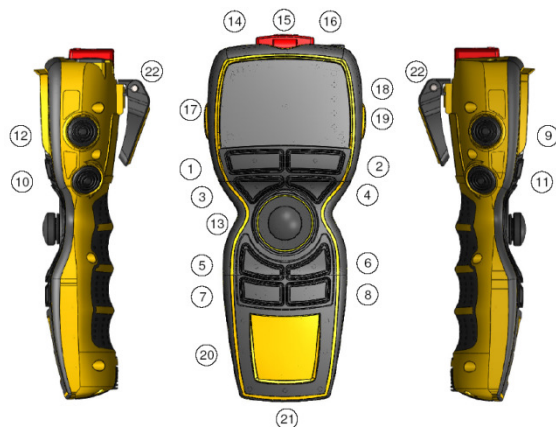
Your ERGO-S 2.4GHz transmitter is factory programmed to one of the following switch configurations:

#### A. ERGO-S 2.4GHz-V1

- 11 Single detent pushbutton
- 1 Single detent POWER pushbutton
- 1 Joystick or Selector Switch

#### B. ERGO-S 2.4 GHz-V2

- 3 Single detent pushbuttons
- 8 Double detent pushbuttons
- 1 Single detent POWER pushbutton
- 1 Joystick or Selector Switch



**Figure 2. ERGO-S Transmitter (Right, Front, Left)**

An optional 2.4" 240x320 TFT screen provides real-time visual information during operation of the ERGO-S transmitter. It is used to change configuration settings, provide two-way feedback and display transmitter diagnostic information such as battery life, signal strength and button status. The status and feedback LEDs have the same positioning when the TFT is also present on the transmitter.

|             |                                              |
|-------------|----------------------------------------------|
| <b>1-8</b>  | Up to 2 Detent Momentary Pushbutton (S2-S9)  |
| <b>9-11</b> | Single Detent Momentary Pushbutton (S10-S12) |
| <b>12</b>   | Single Detent Power/Start Pushbutton (S1)    |
| <b>13</b>   | Joystick or Selector Switch (S13)            |
| <b>14</b>   | Infra Red                                    |
| <b>15</b>   | STOP Pushbutton (S0)                         |
| <b>16</b>   | USB Port Type A                              |
| <b>17</b>   | TFT Display                                  |
| <b>18</b>   | Status LED                                   |
| <b>19</b>   | LED Feedback bi-colour Red/Green (L1-L3)     |
| <b>20</b>   | Customised Logo Area                         |
| <b>21</b>   | Battery Compartment (located in the bottom)  |
| <b>22</b>   | Magnetic Belt Clip                           |

**Table 1. ERGO-S Transmitter features**



## 4. Operating Your Transmitter

### 4.1 Holding Your Transmitter

Hold the transmitter upright with the front facing you. Confirm that you are able to easily read and understand any operation text or symbols. Complete the following procedures once a day, before the start of an operation and at all shift changes.

### 4.2 Visually Checking Your Transmitter

Always check the transmitter for any physical damage before any operation. Check equipment for wear or damage and confirm that you can read and understand all of the safety labels. Never operate a transmitter with worn out or damaged parts.

### 4.3 Powering Up and Starting Your Transmitter

NOTE: When the transmitter is not being used by the operator, it must be stored in a safe place.

1. Confirm that all safety measures required by the equipment manufacturer have been followed.
2. Insert a battery adapter with fresh batteries into the battery compartment of the transmitter.
3. Insert the USB key supplied with the transmitter in the ERGO-S port (16).
4. Turn ON the receiver.
5. Press **START** (S1). The transmitter will perform a routine initialization upon start up.

### 4.4 Transmitter Initialization with Standard Status LED Indicator

Upon turning the transmitter ON, all the front LEDs light up as solid colours and then switch off before the unit performs the routine initialization.

During initialization, if the coder finds an error in the radio module, address, configuration or feedback, the transmitter will boot up and the failure will be displayed as a blinking RED status LED at the baud rate. The transmitter may then be connected to Hetronic PC-Link (refer to Programming and Servicing Manual for instructions) for the Error to be corrected.

After a successful initialization, the ERGO-S transmitter will enter Normal Operation Mode. The Green LED will blink at the baud rate i.e. the LED toggles on with every transmitted telegram frame. All other LEDs switch off. Test all machine functions. Refer to your machine, transmitter and receiver documentation as needed.

### 4.5 Transmitter Initialization with Graphic User Interface (TFT) and Standard Status LED Indicator

Upon turning the transmitter ON, the TFT screen turns ON and all the front LEDs light up as solid colours and then switch off before the unit performs the routine initialization.

During initialization, if the coder finds an error in the radio module, address, configuration or feedback, the transmitter will boot up and the failure will be displayed as a blinking RED status LED at the baud rate. The error will also be displayed on the screen. The transmitter may then be connected to Hetronic PC-Link (instructions can be found in Programming and Service Manual) for the Error to be corrected.

After a successful initialization, the ERGO-S transmitter will enter Normal Operation Mode and display the Splash screen. The correct Operation Access Code must be inputted for the ERGO-S to start operating.

NOTE: This can be changed/enabled/disabled when the transmitter is in Service mode during operation or through Hetronic PC-Link. Refer to Section 5.1 for instructions on how to change when in Service Mode and in Programming and Service Manual for Hetronic PC-Link instructions.

The basic home screen will then be displayed and the Green LED will also blink at the baud rate i.e. the LED toggles on with every transmitted telegram frame. All other LEDs switch off. Test all machine functions. Refer to your machine, transmitter and receiver documentation as needed.

#### 4.6 Turning OFF the Transmitter and Stopping the Radio Remote Control

Below are the steps to follow to turn off the transmitter:

1. Press the **STOP** button (S0).

The **STOP screen** appears, the RED status LED blinks at a fast rate and the transmitter sends a Stop telegram to the receiver. Upon receiving the Stop telegram, the receiver goes into Safe Mode and turns OFF all receiver outputs.



*Figure 3. Stop Screen*

2. Press the **Start** button (S1) and the Shut Down Delay timer starts. The transmitter shuts off once the delay timer is over. This is normally set to 2 seconds by default but can be programmed differently (refer to Programming and Service Manual). The OFF state of the LED indicates that the transmitter has switched off. If the Start/Power button is not pressed the Transmitter does not switch OFF.

Note: If the user wishes to resume operation, this is possible by deactivating the STOP switch.



**WARNING:** Holding the transmitter improperly while operating your machine could result in unexpected machine response.



**WARNING:** Test the stop function as described in the machine manufacturer's operator manual before beginning any operation.



**WARNING:** To avoid accidental start-up, always press STOP when not in use.

Turn OFF your machine if there is a fault or problem with the safety check.

NEVER operate the machine if the STOP function does not work properly.



**WARNING:** Improper operation, maintenance or adjustment may cause serious injury or damage to equipment and may void the warranty.

#### 4.7 LED Behaviour and Meanings

| Result                               | Meaning                                             |
|--------------------------------------|-----------------------------------------------------|
| Red & Green LEDs turn ON always.     | Service Mode.                                       |
| Green LED Blinks.                    | Data is being transmitted.                          |
| Red LED Blinks at fast rate.         | Stop switch active. Stop Data is being transmitted. |
| Red & Green LED Blinks.              | H-link data transmitted to PC application.          |
| Red & Green LED Blinks at fast rate. | Boot loader mode to update the firmware.            |
| Red LED Blinks.                      | FB / RF / Address / Configuration Error on Startup. |

*Table 2. LED Behaviour and Meanings*

#### 4.8 Battery Level Indication

Unless the transmitter is equipped with a TFT screen, in which case the Battery Level is also displayed on the status bar, the transmitter uses two different warning signs to show the user that the battery needs replacement.

When the Low Battery level warning has been triggered, the RED status LED will blink at a slow rate. The GREEN status LED will still blink at the same rate as the baud rate.

In addition to low battery warning, a fixed critical battery level is also monitored. When critical battery level is reached, the RED Status LED will blink faster. The coder will automatically trigger the Stop telegram for about 5 seconds until it shuts off.

#### 4.9 Multi Address Mode

This function provides the possibility to have the transmitter control a number of receivers, one at a time, depending on the address selected. The user can select the required receiver using the selector switch (S13).

#### 4.10 Magnetic Belt Clip (if equipped)

The practical magnetic belt clip allows the user to hang the ERGO-S transmitter to any steel surface and continue operation hands free or store the transmitter hung vertically when not in use and have easy access to it.

## 5. Configuring Your ERGO-S

When the Transmitter is in Service Mode, certain configuration settings such as: Access code, RF module and Channel Selection, Screen Brightness, Date and Time, TX Baud Rate, and others, may be checked and edited.

*NOTE: Service Mode is only accessible on transmitters equipped with the optional graphic user interface. The units equipped with the standard status LEDs can only have their settings updated via Hetronic PC-Link tool. Refer to Programming and Service Manual for instructions.*

### 5.1 Entering Service Mode

1. Make sure STOP switch (S0) on transmitter is released.
2. Switch on ERGO-S by pressing the Start button (S1) and then keeping the side switches (9 and 12) pressed until the Splash screen disappears and the 'Device Settings' screen appears.
3. Input the 'Service Access' code and perform the appropriate selections. The default Service Access Code which the transmitter is configured with is "1234".



Figure 4. Pages 1 and 2 of the Device Settings menu

### 5.2 Adjusting Settings in Service Mode

The four topmost buttons on the front panel are used to navigate through Service Mode and also to change setting parameters within the menus. The menu selection changes with every screen and the description of what each of the four buttons will do is explained next to the button number.

**Note:** Once the user exits 'Service Mode' the changes are automatically saved to the USB Key, only if it already contains a settings file. Whenever a USB Key with different configuration settings is inserted in the transmitter, the user is prompted to choose whether the settings on the USB Key are to be saved to the coder ("Copy to Coder") or whether the settings on the coder are to replace the existing ones ("Copy to USB Key").

The user has the possibility of checking or changing the following features or settings directly from the transmitter from the below menus.

#### 5.2.1. Radio Settings Menu

The user has the possibility of checking or changing the Radio Settings directly from the transmitter from the respective menu in Service Mode.

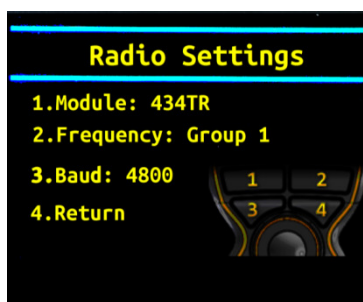


Figure 5. Radio Settings menu

- Frequency Channel or Group

1. Press button 1 to enter Radio Settings menu.
2. Keep pressing button 2 to scroll through the list of channels or groups until the desired one is visible.
3. Press button 4 to save selection and return to main 'Device Settings' page.

- Transmitter Baud Rate

The allowable baud rates of the control telegram that may be configured are 4800 or 9600bits/second for the Hetronic standard 4xx-8xx MHz radio modules. The standard baud rate of 115200bits/second is used for Hetronic standard 2.4GHz radio modules. To change the TX Baud Rate when the transmitter is in Service Mode one has to:

1. Press button 1 to enter Radio Settings menu.
2. Keep pressing button 3 to scroll through the available baud rates and stop when the desired one is visible.
3. Press button 4 to save selection and return to main 'Device Settings' page.



**The baud rate for the transmitter must be identical to that of the receiver.** Whenever the baud rate of a unit is changed, the baud rate of the paired unit must be changed accordingly.

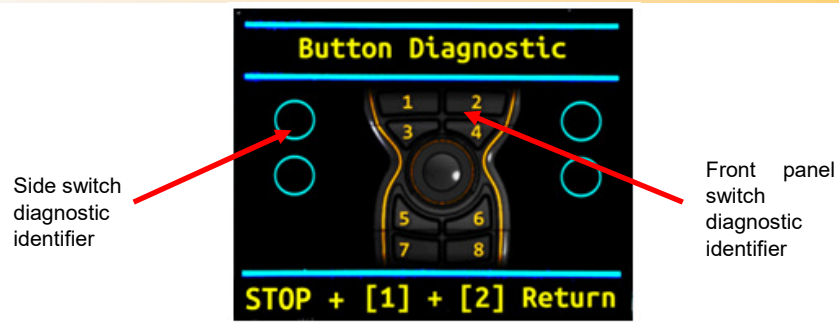
**Note:** The coder still supports all other baud rates in cases when non-standard radio modules are used.

### 5.2.2. Button Diagnostic Checks

The button diagnostic checks can be carried out directly from the transmitter to ensure that all 1-Step and 2-Step switches are working properly.

1. Press button 2 for Button Diagnostic page from main 'Device Settings' menu.
2. Press any front (1-step or 2-step) or side (1-Step) buttons to test proper functionality.

When pressing the first step of a 2-Step button, the respective diagnostic identifier for that button switches on blue. When the second step is pressed, the identifier will change to green. 1-Step switches will only use the blue identifier. If a button is not functioning well, the diagnostic identifier remains on.

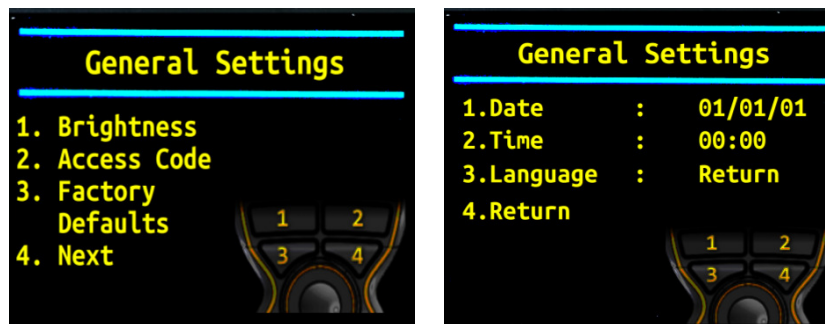


**Figure 6.** Button Diagnostic page on Transmitter

Once all checks are made, the user can return to the main screen by making sure the STOP button is pressed whilst holding buttons 1 and 2 pressed simultaneously.

### 5.2.3. General Settings

The following settings may be accessed and adjusted from their respective menus as outlined below:



**Figure 7.** Options found under General Settings menu

- TFT Brightness

TFT brightness can be adjusted between setting 1 and setting 8, with 8 being the brightest.



**Figure 8.** Adjusting TFT Brightness

1. Press button 3 to enter General Settings menu.
2. Press button 1 to go to Brightness page.
3. Press button 1 to increase brightness or button 2 to decrease brightness.
4. Press button 3 to save the new setting and return to the General Settings menu.

- Operational Access Code



**Figure 9.** Making Changes to the Access Code

1. Press button 3 to enter General Settings menu.
2. Press button 2 to go to Access Code page.
3. Press button 3 to increment (or button 4 to decrement) the highlighted digit and button 2 to confirm and move on to the next digit.
4. When all the required changes have been made, press button 2 to confirm the new access code.

- Date

1. Press button 3 to enter General Settings menu.
2. Press button 4 to go to next page of General Settings menu.
3. Press button 1 to change Date.

- Time

Time displayed on the status bar of your ERGO-S transmitter can only be in 24hrs format. To update the time from the transmitter:

1. Press button 3 to enter General Settings menu.
2. Press button 4 to go to next page of General Settings menu.
3. Press button 2 to change Time.

- Language

The language of the menus in Service Mode can be changed to English, Spanish, French, Italian or German.

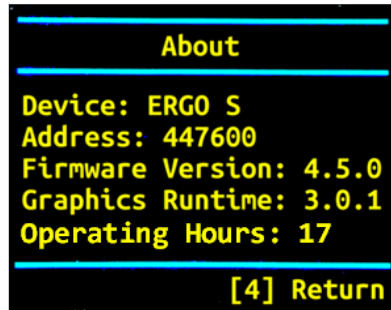
1. Press button 3 to enter General Settings menu.
2. Press button 4 to go to next page of General Settings menu.
3. Press button 3 to scroll through the list of available languages.

4. Press button 4 to confirm the selection and return to previous page.

#### 5.2.4. About the Transmitter

- Transmitter, Radio and Software information

Basic transmitter and software information, including address, can be viewed from the 'About' option found in the second page of the 'Device Settings' menu. The number of hours of operation is also shown here.



**Figure 10.** Information provided in the 'About' screen

1. Press button 4 to go to second page of Device Settings menu
2. Press button 1 to go to 'About' page.
3. Press button 4 to return to previous page.



## 6. Theory of Operation

Your ERGO-S transmitter works with a receiving device to transfer machine control commands via radio frequency to your machine. The transmitter electronically generates a carrier frequency that allows it to communicate with the receiver without the use of cables or wires. The receiver then converts the carrier frequency information into discrete machine control outputs that interface with your machine's controls. Each transmitter and receiver that comprises a system is programmed with a unique address code. This code ensures that machine operations are safe, and that other remote control equipment cannot unintentionally control your machine. The receiver only accepts commands from the transmitter with the same address code. The receiver and transmitter have the address code set at the factory.

### 6.1 Stop Function

The most important feature of the radio remote control system is the STOP function. When the transmitter is turned on, it performs a self-test to confirm that communications are within designated parameters. If an error is detected, the transmitter will not transmit any signals. The transmitter sends the STOP pushbutton status along with the specified machine functions. This method confirms that ongoing operations are safe. If the STOP pushbutton is pressed, the data telegram changes so that only the stop command is transmitted. No other motion command data is sent.

This special data telegram places the receiver in Safe Mode, and the stop relays in the receiver open. All other machine functions are completely disabled in the receiver.

The STOP button on the transmitter is only a remote stop and will operate only when the transmitter is powered up.



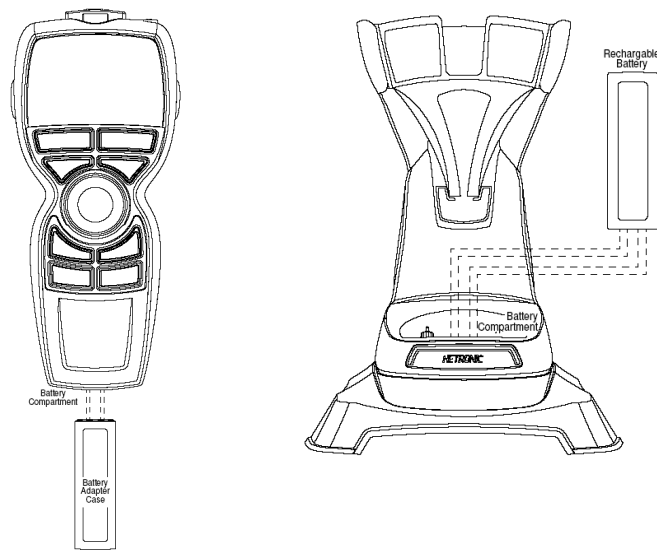
Pressing the STOP pushbutton does not ensure the machine will come to a complete stop. STOP button functionality is subject to the wiring of receiver STOP relays to machine emergency stop circuit and controlled machine logic where applicable.

**ALWAYS** test the STOP function at the beginning of every operation session or when there is change of operator.

## 7. Changing the battery

You may power your transmitter with a Hetronic rechargeable battery inserted into the bottom of the transmitter. Follow the instructions below to ensure best performance of your ERGO-S transmitter and prolonged battery lifetime.

1. Confirm that your batteries are fully-charged. See "Recharging Your Batteries" section below.
2. Slide the recharged battery into the battery compartment at the bottom of the transmitter as shown, and snap it into place.



**Figure 11. Inserting Battery**

### 7.1 Recharging your Batteries

The two methods which can be used to charge the batteries using the ERGO-S charging unit are:

- The user can choose to remove the battery from the transmitter and place it directly in the charging unit.
- Else, the user can opt to charge the battery by placing the whole transmitter unit in the charger docking station.



**Figure 12. Charging ERGO-S Battery**

When the transmitter (or the battery) is placed in the docking station, the LED labelled "CHARGE" flashes for two seconds, and then stays lit during the charging process. When the battery is fully charged, the "READY" LED lights up and the "CHARGE" LED go off.

NOTE: Charging time could take up to 3.5 hours, depending on the condition of the battery.

Leave the battery in the charger until it is needed. The charger supplies a "trickle" charge but it will not over-charge the battery.

The charger docking station base can be dismantled from the bench-top state to obtain a wall-mount charger instead.



**Figure 13.** Bench-top or wall-mount variations



EXPLOSIVE GASES AND FLYING DEBRIS can cause death or serious injury. Use only Hetronic replacement rechargeable batteries. Use of unauthorized replacement batteries could cause a battery explosion resulting in injury or death of the operator or other people in the work area.

## 7.2 Battery Disposal

AVOID ENVIRONMENTAL POLLUTION. Recycle your rechargeable batteries according to local recycling rules and regulations. If you have questions or problems operating your battery charger, please contact your nearest Hetronic dealer or service center.

Standard Hetronic rechargeable batteries are the Lithium –Ion type. These batteries have no "memory effect" when charging a battery that is not fully discharged.

## 7.3 Prolonged Battery Life

Avoid battery misuse, over charging, overheating or regular dropping. This can cause permanent damage to the cells. Refer to Section 9 (Table 4) for battery specifications.



Never keep a fully charged battery at elevated temperatures. Battery pack does not die suddenly but the runtime gradually shortens as the capacity fades.



Keeping the charge in the 40% to 80% range will prolong battery life.

Unfortunately there is no avoiding fact that battery has a finite life, after which they will certainly degrade. Following these basic tips can help delay the inevitable.

## 8. Troubleshooting

If your ERGO-S does not operate after normal start-up, follow the recommended troubleshooting sequence to help isolate the cause and determine corrective action. If you need more information, contact your nearest Hetronic dealer.

| PROBLEM                                                                        | PROBABLE CAUSE                                                                  | CORRECTION                                                                                                         |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Transmitter won't start                                                        | Incorrect Access code(if enabled)                                               | Enter correct access code                                                                                          |
|                                                                                | Battery fully discharged                                                        | Replace with fully charged battery if needed                                                                       |
| The transmitter is turned on, but does not transmit (Power LED not flashing)   | Battery is discharged                                                           | Replace battery with a fully charged battery                                                                       |
|                                                                                | Component failure                                                               | Contact your supervisor or nearest Hetronic Service Centre                                                         |
| Transmitter is transmitting (Power LED flashing), but machine will not respond | No power to the receiver                                                        | Check the diagnostic LEDs in the receiver to be sure power is applied. Ensure that the system is properly grounded |
|                                                                                | Transmitter/receiver frequency channels do not match                            | Follow instructions under "Setting Frequency and channels" or contact your supervisor                              |
|                                                                                | Transmitter out of range                                                        | Take the transmitter back into the range of the receiver, press START                                              |
|                                                                                | Receiver power off                                                              | Turn on power to receiver                                                                                          |
|                                                                                | Blown fuse in receiver                                                          | Check all fuses and replace if needed                                                                              |
|                                                                                | STOP failure in receiver. Red STOP LED on PC board is illuminated               | Contact your supervisor                                                                                            |
|                                                                                |                                                                                 |                                                                                                                    |
| All machine motions operate intermittently                                     | Receiver antenna connection is loose or missing                                 | Tighten or replace antenna                                                                                         |
|                                                                                | External antenna (if used) has loose connection, poor grounding or interference | Tighten antenna and ground connection. Contact Hetronic or your Dealer for more information                        |
|                                                                                | Connector inside receiver is loose                                              | Check all connectors, reseal if needed                                                                             |
|                                                                                | Another frequency may be interfering with the system                            | Contact your supervisor                                                                                            |

**Table 3. Troubleshooting tips**

## 9. Specifications

| Transmitter                 |                                                                              |
|-----------------------------|------------------------------------------------------------------------------|
| Housing                     | Ergonomically designed Impact Resistant Polymer Composite                    |
| Environmental Protection    | IP 65 (Exceeds Nema 12/13)                                                   |
| Weight                      | ~450g (1.21lbs) including battery<br>And full duplex configuration           |
| Dimensions                  | Height: 240 mm (9.4 in.)                                                     |
|                             | Width: 110 mm (4.2 in.)                                                      |
|                             | Depth: 80 mm (3.1 in.)                                                       |
| Antenna                     | Internal                                                                     |
| Power Supply                | 3.7V 3.4Ah Li-Ion rechargeable long life battery                             |
| Diagnostics                 | Status LED for operation and standard/advanced low battery detection         |
| Operation Time              | Up to 11 hrs continuous transmission*                                        |
| Control Configuration       | V1 – 11 single detent push buttons, start + stop                             |
|                             | V2 – 8 two detent push buttons, 3 single detent push buttons, start + stop   |
| Frequency Range             | 4xxMHz or 8xxMHz or 9xxMHz or 2.4GHz (subject to purchased configuration) ** |
| Power (RF Output)           | Typically ≤ 10 mW E.I.R.P; depends on country legislation                    |
| Typical Operating Range     | Typically 100 m. (320 ft.) for ≤ 1GHz, 50-60m (170 ft) for ≥ 1Ghz            |
| Safety                      | 20-bit programmable address concept with up to 1,000,000 combinations        |
|                             | Hamming Distance 4                                                           |
| Operating Temperature Range | -20°C . . . 70°C (-4°F . . . 158°F)                                          |
| Storage Temperature Range   | -40°C . . . 85°C (-40°F . . . 185°F)                                         |
| Humidity Range              | 0 - 97% maximum non-condensing                                               |
| Response Time               | Less than 100 msec.                                                          |
| Standard Features           | Fully programmable via PC H-Link                                             |
|                             | USB Memory key that stores configuration settings                            |
| Central control options     | Prop Joystick 2-axis                                                         |
|                             | Selector switch 3 position                                                   |
|                             | Blank                                                                        |
| TFT                         | Pixel: 320*240                                                               |

**Table 4. Technical Specification**

\*assuming brand new, fully charged battery and Transmitter set to work in MFS mode

\*\* for full Channel Lists refer to Frequency Bands Radio Modules Charts

| Battery Pack                   |                                                                                                                                                                                            |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Rated Capacity                 | 3400mAh, 0.2C discharging                                                                                                                                                                  |
| Storage Environment Conditions | -20°C . . . 45°C, 90%RH max (for short periods less than 1month)<br>-10°C . . . 45°C, 90%RH max (for long periods more than 3 months)<br>15°C . . . 35°C, 85%RH max (recommended storage)* |
| Charging Temperature Range     | 0°C . . . 45°C (32°F . . . 113°F), max 90%RH                                                                                                                                               |
| Discharging Temperature Range  | -20°C . . . 70°C (-4°F . . . 158°F) , max 90%RH                                                                                                                                            |
| Charging Time (hrs)            | 5-6                                                                                                                                                                                        |

**Table 5. Battery Technical Specification**

\* for long time storage, the cell's storage voltage should be 3.6-3.9V and it is recommended to charge the cell every six months.

## 10. Warranty, Service, Repairs and Maintenance

Before any service or maintenance intervention on remote controlled equipment always:

- Remove all electrical power from the equipment
- Follow lock out procedures

Hetronic products are covered by a guarantee/warranty against material, construction and manufacturing faults. During the guarantee/warranty period, Hetronic may replace the product or faulty parts. Work under guarantee/warranty must be carried out by Hetronic, or by an authorized service centre specified by Hetronic. Any modification, reconstruction or extension of the systems without a written agreement of Hetronic may lead to the loss of your warranty and guarantee claims.

The following are **not** covered by the guarantee/warranty:

- Faults resulting from normal wear and tear
- Consumables e.g. batteries
- Products that have been subject to unauthorized modifications
- Faults resulting from incorrect installation and use

### **Maintenance and Preventive Care**

- Repairs and maintenance must be carried out by qualified personnel
- Only use original Hetronic spare parts
- Contact your representative for service or any other assistance
- Keep the product in a clean, dry place
- Keep battery contacts clean
- Wipe off dust using a slightly damp, clean cloth
- Keep rubber over-mould clean
- Remove dust from inside gaps, docking recesses and battery contacts using a vacuum. Special care must be taken when cleaning the battery compartment of the transmitter as detachment of the pressure balance element may lead to ingress protection problems

### **NEVER USE:**

- Abrasive cleaning solutions or high-pressure water jets.
- Sharp, pointed objects or any hard items as these may tear the over-mould or rubber parts.
- Compressed air as this may lead to ingress protection issues.
- Petroleum based solvents including Diesel and Gasoline to clean the unit as these may react with the silicone rubber of the joystick gaiter.

Note: Refer to Appendix C for Spare Parts List.

# 11. Regulatory Information

## 11.1 Europe

### CE Marking

Hetronic hereby declares that the radio equipment types listed in this manual are in compliance with Directive 2014/53/EU.

The latest version of the complete EU Declaration of Conformity is available on the Hetronic website [www.hetronic.com](http://www.hetronic.com).

### WEEE Directive



This symbol means that inoperative electrical and electronic products must not be mixed with household waste. The European Union has implemented collection and recycling system for which producers are responsible. For proper treatment, recovery and recycling, please dispose of the product in a designated collection point.

### REACH Compliance

Hetronic confirms that, to the best of its knowledge and continual communication with its respective suppliers, chemical Substances of Very High Concern (SVHC) are not included in our products. Based on the response statements of our suppliers no materials from the ECHA are included on Hetronic products. For the latest version of the complete Declaration of Conformity please visit the Hetronic website [www.hetronic.com](http://www.hetronic.com).

### RoHS Compliance

As a designer and manufacturer of electrical and electronic products covered by RoHS and RoHS2, Hetronic confirms that to the best of its knowledge at the date of this statement, none of the products supplied by it contain any of the hazardous substances in excess of permitted levels referred to in the Directive 2002/95/EC. The latest version of the complete Declaration of Conformity is available on the Hetronic website [www.hetronic.com](http://www.hetronic.com)

## 11.2 North America

FCC ID: LW9-ERGOS2G4

### FCC Recommendations:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

To comply with FCC RF exposure compliance requirements, this device and its antenna must not be co-located with, or operating in conjunction with, any other antenna or transmitter.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### 11.3 Industry Canada (IC/ISED) Statement

IC ID: 2119B-ERGOS2G4

#### IC RF Exposure Statement

This device meets the IC requirements for RF exposure in public or uncontrolled environments.

#### IC Warning

This product complies with Industry Canada's licence-exempt RSS standards. Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.





[www.hetronic.com](http://www.hetronic.com)



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## Appendix A

### Definition of terms

The following terms are used throughout the ERGO-S User Manual and may be unfamiliar to some operators.

| Term             | Definition                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| baud rate        | The transmitting speed measured in bits per second.                                                                                                                                                                                                                                                                                                                                                                                       |
| hamming distance | A measurement of data transmission safety. The amount of failures in the data stream which has to occur during the transmission in order to create a wrong signal. A low hamming distance means that the test is not very sensitive to data transmission errors and could potentially be unsafe. A high hamming distance means that the system is very sensitive and could potentially be unreliable due to potential noise interference. |
|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## Appendix B

### B.1 Operator Safety Basics

Before starting your shift, you should make sure that the equipment has a current inspection certificate and that the necessary inspections and risk assessment checks have been carried out and are up to date. Also, the equipment must be operated in accordance with the manufacturer's instructions.

Furthermore, it is of utmost importance that you know that **YOU are primarily responsible for YOUR OWN health and safety**. Wear appropriate Personal Protective Equipment and make sure that you have had all the necessary training to operate the equipment. The following basic safety precautions must be adhered to at all times:

1. Transmitter switches must never be mechanically blocked ON or OFF for any motion. When not in use the transmitter must be turned off. A safe and secure storage space should be provided for the transmitter unit and the unit should always be placed there when not in use. This precaution will prevent unauthorized people from operating the crane. Receivers must be removed from the equipment when it is unlikely that it will be used for a period of time, and properly stored.
2. All defective or missing safety equipment, mechanical or electrical defects must be reported to the supervisor without delay. Operation must not continue until all required repairs are completed. Any changes to the condition of the remote or equipment must be recorded and communicated to or made accessible by the following operators on shift.
3. Ensure that there is nobody in the path of the travel of the equipment. If there is, stop and sound the alarm before proceeding.
4. When leaving the equipment area for any reason, switch off the transmitter, remove the USB Key and store it in a safe and secure place to prevent unauthorized operation.
5. Do not allow any unauthorized person to operate the transmitter at any point.
6. Do not operate the transmitter at a distance where the equipment and all surrounding objects are not visible. Make sure that your view is not obstructed.
7. Do not attempt to override any of the safety features built into the Radio Remote Control.
8. Put rechargeable batteries on charge at the end of each shift. Chargers are not intended for outdoor use. Use only indoors.

### B.2 Safety Checklist

The following checklist provides general safety guidelines for radio control operation of equipment by fully qualified and trained operators. These recommendations do not take precedence over any of the following requirements relating to cranes, hoists, lifting devices or other equipment which use or include Hetronic products:

- Instructions, manuals, and safety warnings of the manufacturers of the equipment where Hetronic products are used,
- Plant safety rules and procedures of the employers and the owners of the facilities where the Hetronic products are being used,
- Occupational Health and Safety Administration (OSHA) regulations,
- Safety standards and practices for the industries in which Hetronic products are used.

| Transmitter Start-up and Safety Checklist |                                                                                                                   |  |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------|--|
| 1                                         | Are batteries fully charged?                                                                                      |  |
| 2                                         | Are all switch labels clear and legible?                                                                          |  |
| 3                                         | Is the transmitter free from cracks and damages?                                                                  |  |
| 4                                         | Are the battery enclosures free from cracks and damages?                                                          |  |
| 5                                         | Is the STOP function working as it should be?                                                                     |  |
| 6                                         | Is the correct USB Key being used?                                                                                |  |
| 7                                         | Has each function of the transmitter been tested independently to ensure the equipment is responding correctly?   |  |
| 8                                         | Is the TFT free from cracks, deep scratches and damages?                                                          |  |
| 9                                         | Is there any debris inside the USB port which will prevent the USB Key from being inserted /functioning properly? |  |
| 10                                        | Are the Status LEDs on the transmitter clearly visible?                                                           |  |
| 11                                        | Are the charger and plug in good working condition?                                                               |  |
| 12                                        | Is the cable control cable (where applicable) free from kinks and damages?                                        |  |
| 13                                        |                                                                                                                   |  |

## Appendix C

### C.1 Spare Parts List

Keep the safety instructions for future reference. Always download the User Manual instructions from our website for the latest version available.

Always contact your nearest Hetronic dealer or service center for service and maintenance work on the product.

Below is a list of spare parts, together with their part number, which by time may need to be replaced due to wear and tear:

| Item                         | Part number | Notes                                                                                                                                         |
|------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Joystick                     | 67109050    |                                                                                                                                               |
| Joystick Gaiter              | 67240320    |                                                                                                                                               |
| Display protector            | 11570011    | The screen gasket (#11123916) must also be replaced when changing the protector. No adhesives must be used when assembling the parts in place |
| USB Key cap                  | 11625100    |                                                                                                                                               |
| Magnetic Clip                |             |                                                                                                                                               |
| STOP Button kit              | 1117851502  |                                                                                                                                               |
| Grippers in Charging Station | 11231245    | These hold the transmitter in place in the Charging Station                                                                                   |
| Base of Charging Station     | 11231240    | Used in Bench top configuration                                                                                                               |
|                              |             |                                                                                                                                               |
|                              |             |                                                                                                                                               |

**Table 6.** List of Spare Parts

**NOTE:** Replacement of parts must be carried out by an authorized service centre specified by Hetronic.