



Q-Logic 3 Error 42 Workaround

December 2020



Quantum has identified the following error that is affecting Q-Logic 3 and will be resolved this month. Please read on for a workaround for if this error occurs prior to the resolution.

Error 42: Incompatible Secondary Module

When adding or removing any device that is part of the Q-Logic system (hand controller, enhanced display, AAM etc) OR when ECON-W does a firmware update you may get this error when turning on the powerchair.

What May Happen

- You turn on a powerchair and you get a black screen with the big yellow Q on it and nothing else happens, you power down the system.
- You turn on the powerchair and it displays the Error 42 message and won't go any further, you power down the system.
- 1 & 2 repeats over and over.

The Cause of the Error

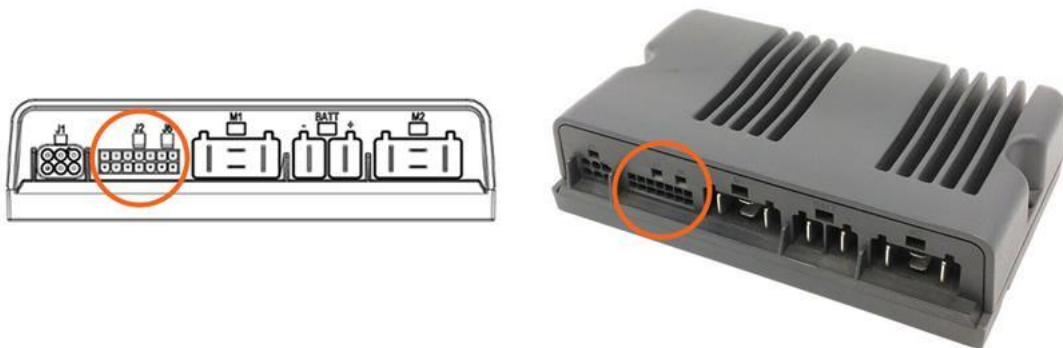
The error is due to a firmware update that includes software for the new Q3e (new basic hand-controller).

When the Error will be Resolved

This has been corrected in the upcoming QL3 firmware release due out this month.

A Workaround Until Resolution

- If you experience this issue, power down the system.
- Remove the harness or run plug (4 pin or 14 pin) from the powerbase module (see images below).
- Power up the system and you will be prompted to give a forward gesture on the joystick to initiate a firmware update – do this and then allow all updates to be performed.
- Power down the system.
- Refit the harness/run plug.
- Power up system and this should resolve the issue.



We apologise for any inconvenience or additional work this error may cause.