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- [Icharger 308 DUO WARNING.](https://www.helifreak.com/showthread.php?t=725276) (<https://www.helifreak.com/showthread.php?t=725276>)

jadams

12-18-2015 02:32 PM

### **Icharger 308 DUO WARNING.**

Well I was using my icharger 308duo yesterday and decided to update the firmware. I read the manual and followed the directions for downloading and connecting to my PC. I connected a USB cable to my desktop, powered up the 308DUO and connected the USB to it. Here is where it goes bad...my PC shuts down. So I unplug the cable and hit the power button on the PC, it begins at the safe mode screen and I hit enter to start up and it shuts off again. It seems that there is a major issue with the icharger causing a ground loop when connected to AC power and to a PC. THE ICHARGER FRIED MY MOTHERBOARD. I went to Progressive RC and find a youtube video that they have posted and the guy says "oh make sure that you use a battery to power the charger or a laptop on battery to avoid a ground loop issue" WTF??!! There is no warning anywhere on the website or manual about this. I sent Junsu a PM but so far no response. I am basically stuck now with a damaged motherboard and a dead PC for a BS firmware update. Now I have to buy a new processor and mobo combo due to the age of my PC. I can only assume that the update procedure is the same for the 4010 DUO. Be careful.

jadams

12-18-2015 02:35 PM

The emails from iCharger.

Hello Jordan,  
We are sorry to hear that. It is known that our USB is not the isolated USB, you can not say it is our responsibility for this issue. And you know that the USB of computer is also not isolated.  
Have a nice day!  
Best Regards,  
Rynn  
Shenzhen New Junsu Electronic Co.,Ltd  
Room 208, Huaxuan Building,  
Haibin Plaza, Jintian Road,  
Futian, Shenzhen, China 518045  
TEL: 086-0755-83479045 88845648

Hello Jordan,  
It is not our products' design problem, but the using problem.  
Hope you can understand. Thanks.

Relisys190

12-18-2015 02:39 PM

DUUUUUDDDEEEEE :wow2:

ian.newson

12-18-2015 02:49 PM

Thanks for the warning. Disappointing response from iCharger. They should at least put a warning somewhere, ideally on the unit next to the port.

Nitrofever3d

12-18-2015 02:55 PM

Thanks. Sorry to hear.

FlatCrank

12-18-2015 03:38 PM

Shoot....that's pretty messed up! Don't believe that's anything I would have caught before I smoked a PC either.

goof2

12-18-2015 04:05 PM

**Icharger 308 DUO WARNING.**

How would I know the usb is not isolated. I'm not a computer tech.  
Maybe there update program should state a warning before you plug in the charger into the usb.  
I also would have torch my computer.

danfornow1

12-18-2015 04:09 PM

Wow!!!

tjmarti

12-18-2015 04:11 PM

Something is definitely not right here, especially if the proper procedure or at least a warning as to this could happen is written in the instructions.

How could something like this be left to word of mouth? I'm surprised more people haven't been caught!

redsox

12-18-2015 04:11 PM

Many of us would have torched our computer in that instance. I'm not much for reading fine print either. I take it your charger is ok? Thats probably all they would cover in that case. Thank you for posting that because its not something ive ever considered. They seriously need a giant flyer or label warning users of this issue.

Raz0rSh4rp

12-18-2015 04:12 PM

This just solidified my plan to move to the PL8...

Mike680

12-18-2015 04:15 PM

That's why I buy stuff from ProgressiveRC. They'll take care of you. They replaced an iCharger 306b that was way out of warranty for their service charge price of \$25. Didn't even have to pay return shipping. Won't help with the PC damage, unfortunately.

apache1998

12-18-2015 04:17 PM

Man I'm sorry to hear that. But thanks for warning everyone else. I just got a 308 DUO earlier this year, haven't even tried to update it yet. I guess if I do I better be EXTRA careful.

Number

12-18-2015 04:18 PM

:face

jadams

12-18-2015 04:45 PM

The charger is fine and updated with a battery powered laptop. By their own admission it is a hazard and to blame the end user for improper usage is bad business. I like the charger but this really sours my experience. I may file with the Feds with some sort of consumer safety issue.

Mike680

12-18-2015 04:47 PM

Quote:

Originally Posted by **jadams** (Post 6778140)

*The charger is fine and updated with a battery powered laptop. By their own admission it is a hazard and to blame the end user for improper usage is bad business. I like the charger but this really sours my experience. I may file with the Feds with some sort of consumer safety issue.*

Oh, got it. I misread it as it fried the board in the iCharger. Sucks either way. Yes, there really should be prominent warnings in several places about this issue. I would have never thought that using a power supply with the charger would cause an A/C ground loop issue since the charger itself is running on converted D/C. I guess just having both devices ultimately connected to a wall outlet is the killer.

UCPharmD

12-18-2015 05:00 PM

Damn son. I got a 406 duo coming for Christmas so I am def using a battery and my old laptop for this. If this would have fried my 3k\$ iMac junsu would be in danger.

No issues there right? The ground loop stuff is over my head still.

jharkin

12-18-2015 05:04 PM

Something doesn't make sense here.

The ground of the USB on the PC side should be tied to the house ground since its a desktop I am assuming the power supply has a proper 3 lug grounded cord and the ground bus of the PC should be tied to house ground internally.

If you are running the iCharger on a 12 or 24v power supply then the ground of that power supply should also be tied to the house ground...

So the grounds on both sides should be at the same potential (or pretty close to it accounting for resistance in the wiring), and you should not have got significant current flow on the ground path.... unless the iCharger is floating the ground of the USB internally for some reason.

TheBum

12-18-2015 05:05 PM

I've updated firmware a number of times with regular charger power. However, it's always been with a laptop on battery power, so I guess I avoided the ground loop issue.

jadams

12-18-2015 05:52 PM

I am no expert here, must going off of what happened and what junsu and progressive rc told me. Yes my desktop pc is connected to a grounded power strip. The charger was powered by a ac power supply. Both were powered on and i plugged in the usb cord. The PC shut down. The motherboard is now dead. And due to the release of all the new intel processors i cant buy just a motherboard because they dont make them anymore. So i am looking at a \$300 bill for a new mobo/processor combo.

jadams

12-18-2015 05:53 PM

[Updating your iCharger](#) (5 min 24 sec)

Updating your iCharger



Mike680

12-18-2015 05:58 PM

Ah, the important bit at 0:45 is to use the included ungrounded USB cable that came with the charger. Sounds like using a regular USB cable causes the problem otherwise using the supplied USB cable will safely allow you to use a regular power supply on the charger side with a computer plugged into an A/C outlet.

jadams

12-18-2015 06:13 PM

But its not mentioned in the instructions...and i dont know about you but i cant tell the difference between usb cables.

TheBum

12-18-2015 06:15 PM

Quote:

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Originally Posted by **jadams** (Post 6778272)

*But its not mentioned in the instructions...and i dont know about you but i cant tell the difference between usb cables.*

---

And, if you're like me, you have dozens of mini USB cables lying around.

dcope17

12-18-2015 06:18 PM

I bought mine when they first got released... I don't remember how but I knew about this. I think the cable that came with mine was isolated or ungrounded ( whatever its called )  
I did use a battery to power the charger and no problems.  
I'm sure Progressive RC would have fixed the charger if something had happened to it... But a computer, that's a bit of a stretch...

Mike680

12-18-2015 06:21 PM

Quote:

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Originally Posted by **jadams** (Post 6778272)  
*But its not mentioned in the instructions...and i dont know about you but i cant tell the difference between usb cables.*

---

Oh, I'm not justifying them not making it very, very clear that this grounding thing can cause damage. I was just pointing out what the cause of the problem was and how it can be avoided by using the supplied USB cable.

eltreato

12-18-2015 06:51 PM

Wow that response from iCharger is disgraceful, I am sorry to hear about your PC.

To me chargers are like toasters, am/fm radios or acoustic guitars. They don't deserve to have an IP address, a USB port, or upgradeable firmware. For those objects with firmware that I've owned nothing good has ever come from any update I've ever ran. I hope you're able to get some sort or reasonable resolution.

hANDYman

12-18-2015 06:54 PM

Quote:

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Originally Posted by **jharkin** (Post 6778166)  
*Something doesn't make sense here.*

*The ground of the USB on the PC side should be tied to the house ground since its a desktop I am assuming the power supply has a proper 3 lug grounded cord and the ground bus of hte PC should be tied to house ground internally.*

*If you are running the iCharger on a 12 or 24v power supply then the ground of that power supply should also be tied to the house ground...*

*So the grounds on both sides should be at the same potential (or pretty close to it accounting for resistance in the wiring), and you should not have got significant current flow on the ground path.... unless the iCharger is floating the ground of the USB internally for some reason.*

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Unfortunately it does make sense... I've run into ground loops at work a few times with test equipment, and to fix the problem you have to isolate one of the pieces. Think of it like closing a switch. When you plug both pieces into the AC power, you are completing the circuit, providing a path for the electrons to potentially follow.

As you say, given the resistance of the wire, the potential should be (or very close to) the same potential. But to put things in perspective, at 0.001ohms, it only takes 0.001V to produce an amp of current.

I'm blown away that this is a known issue and that there are no prominent warnings given the result. Thank you for the heads up. I was thinking of getting an iCharger Duo and would have been supremely pissed if I had bricked my MacBook Air.

**garyji**

12-18-2015 07:00 PM

Sorry to hear about the "brick" but I ALWAYS use the cables that come with stuff to do connections, updates etc.

G.

**Weule**

12-18-2015 07:08 PM

Quote:

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Originally Posted by **garyji** (Post 6778327)

*Sorry to hear about the "brick" but I ALWAYS use the cables that come with stuff to do connections, updates etc.*

G.

---

Like Bum I have tons of USB cables laying around. I never try to match the cable the shipped with the item.

USB is a standard. Removing the ground violates the USB specification.

The response from the manufacture is disturbing.

All times are GMT +2. The time now is 05:20 PM.

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