NABCO ENTRANCES TECHNICAL BULLETIN

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Effective Date: May 15, 2009

Who is the technical contact?
Chad Schumacher

Issue: (Update from previous Bulletin #40 dated October 25, 2007)

Some U19 Microprocessor controls (Part # 24-8901-19) may stop working due to a heat related component failure (photocoupler) on the circuit board. If this photocoupler fails, a swing, slide or fold door becomes inoperable until the control is replaced.

Note:

1) If the photocoupler fails on a swing or fold door while in the open position the door will close abruptly with no electronic braking and will not work again until the control is replaced. Turning the power off to the door will enable electronic braking for manual operation (even though there is no electricity) until the control can be replaced.

2) If the photocoupler fails on a slider the door will stop at that point and quit working until the control is replaced. Manual opening and closing force may be slightly increased due to electronic braking.

Solution:

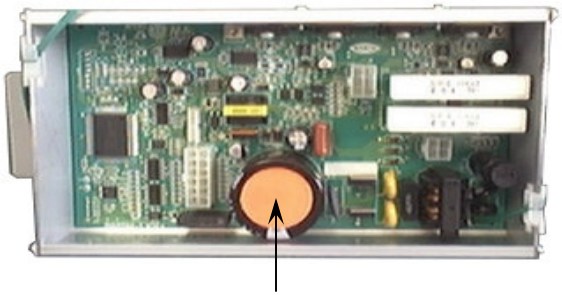
As of 7/31/08, all U19 microprocessor controls across all product lines include a new photocoupler. Also as of 7/31/08 the orange dot sticker (shown below to identify an updated control) will only be used on rebuilt controls. New controls will have a new serial number sticker starting with #162501. This serial number sticker can be found on the bottom of the control. All U19 controls with the serial #162501 or higher will include the new photocoupler.

1) Swing and Fold: If you have a U19 swing or fold door operator control that does not have either an orange dot sticker or a serial number of 162501 or higher, you must return it to NABCO for updating.

See the attached list of jobs that require the updated U19 control. Many of these controls have already been updated. Call or email Chad (cschumacher@nabcoentrances.com) to start this exchange program within your organization. Please fill in the completion date on the list for each job to confirm that updated U19's are installed. Return the completed list to NABCO as soon as possible.

2) Sliders: You are not required to update the U19 control.

Returned U19 controls will be updated by NABCO at no cost to you. NABCO will also include an additional 90 day warranty on returned U19 controls. Thank you for your patience and assistance in addressing this customer satisfaction issue.



ORANGE DOT STICKER ON UPDATED NEW CONTROLS PRIOR TO 7/31/08
AND
ORANGE DOT STICKER ON ANY UPDATED USED (REBUILT) CONTROLS AFTER 7/31/08

SERIAL NUMBER STICKER ON UPDATED NEW CONTROLS STARTING WITH # 162501

AS OF 7/31/08—THE SERIAL NUMBER REPLACES THE USE OF THE ORANGE DOT STICKER ON NEW CONTROLS.

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