NABCO ENTRANCES TECHNICAL BULLETIN

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Effective Date: October 25, 2007

Who is the technical contact?
Mike Buckley

Issue:

U19 microprocessor control stops working on GT300 and GT400 Swing Door Operators

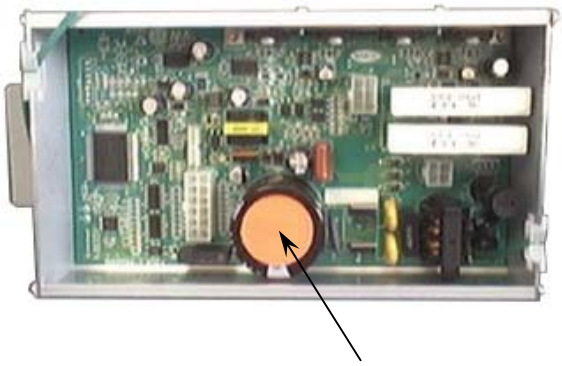
Reason:

U19 Microprocessor controls (Part # 24-8901-19) used in some bottom load swing door installations (GT300 or GT400's) have experienced a component failure on the circuit board. The component (a photocoupler) is located in a position that is exposed to heat from other parts mounted directly below it due to the horizontal mounting of the controller unit (with the printed circuit facing the ground). We suspect that over time, rising heat could be causing the photocoupler to fail. When this component fails, the door will not operate automatically until the control is replaced. Some controls have been functioning out in the field for more than two years before experiencing a failure from the photocoupler while other units have been installed for much longer and have not had any failures.

This does not apply to Sideload Swing Operators (GT8300 or GT8400) or Sliders (GT1175). Controls in these types of units are mounted with the with the printed circuit vertical. We have not seen any failures on Fold Door (GT1400) units even though the control is mounted horizontally like bottom load swing operators.

Solution:

Since this is an intermittent issue that occurs only with bottom load swing operators and difficult to tell if and when a failure will occur, NABCO will extend the warranty for controls returned due to this issue. U19 Bottom Load swing operator controls will soon be shipped with a higher temperature rated photocoupler. An orange sticker inside the control will be added to identify a U19 control with the improved component. Refer the illustration below. Our overseas electronic assembly department will make the change on all U19's in the near future so we do not have to replace here in Muskego. For now - If you have placed U19 orders for your stock, or have returned controllers for repairs, please note for us if the use will be for bottom load swing operators so the new photocoupler can be installed and the orange label added for identification.



ORANGE STICKER

If you have questions please call our Tech Line at: 866-622-8325.

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