TECHNICAL BULLETIN

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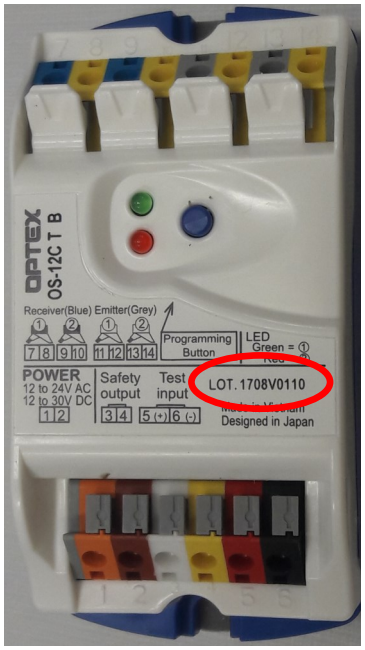
Who is the contact?
Technical Support Department

UPDATE to Bulletin 84 - Optex OS-12CT Beam Controller Requiring a Reset on GT1175 Automatic Sliders

Bulletin 84 described a problem with the Optex OS-12CT B holding beam module. If it experienced a drop in supply voltage below 9 volts it would cause an error and hold the door open. It would alternately flash the red and green lights until someone reset it. Only then would the door resume normal operation. The problem is restricted to just the newer OS-12CT beam modules that have monitoring capabilities.

We first started shipping sliders with these modules in July, 2016. Optex has now released a software fix that eliminates this behavior. We had been shipping units with an additional power supply for the module as a short term fix but have discontinued that since around the first week of June, 2017. Since then we are shipping new slider units with the updated software in the Optex module.

Lot codes of modules that require replacement are 1604V through 1703V The lot number is found on the face of the module, see picture.



Modules that do not require replacement are:

Any OS-12C T Mode B controller with a date code of 1713V or newer is modified.
Any OS-12C T Mode B with a date code of 1708V is modified
Any OS-12C T Mode B with a black or blue dot next to the Lot code (regardless of the number), is a modified unit.

NABCO and Optex recommend replacement of any affected module even if it's in a unit with an additional power supply. As this could possibly result in a secure door holding open after a momentary power outage, NABCO recommends these be replaced at your earliest convenience. This could be done during a service call or at some other convenient time. If you contact your NABCO branch where you purchased the unit they will send you an upgraded replacement as a warranty item.

Most of these modules will be adhered to the inside of the header with double sided foam tape. Do not try to remove the back of the module but rather pry the unit apart and replace the cover and the electronic board inside.

Please see the following video which gives you the best procedure for accomplishing the upgrade: **https://youtu.be/T4_0R_JdV3U**

Make sure to reassemble the old board, cover and new base plate and return them to your local branch so we can give you credit. Modules returned with broken housings will not be eligible for credit.

Bulletin Number: **84A**