



Technical Bulletin

Date 12/15/2023	Bulletin # 121	Model ULTIMO SENSOR
Subject Sensor “E8” Error		

Issue/Symptom

- All ULTIMO sensors shipped prior to December 15, 2023 are in question of the symptom. PART NO. V-00998 SENSOR ONLY.
- The ULTIMO sensor may display an E8 error upon power up.
- The screen will display an E8 error, and the orange LED will flash 8 times.

Solution

- Resolving this issue requires the sensor to be replaced.
- Please contact technical support when on site to assist in trouble shooting other possible issues during set-up and operation.
- Required information for the RMA are
- Sales Order number, serial number of the NABCO unit.
- Technical service will provide the customer with an RMA to return the defective sensor. RMA return must be received within 30 days.
- Only the defective sensor will be replaced.
- The warranty applies to sensors that are directly purchased through NABCO Sale Orders unit and parts orders through NABCO Muskego.

Applicable Model Numbers

All ULTIMO sensors shipped after Dec. 15; 2023 will be updated.

Warranty will apply to sensors that are directly purchased as units and parts orders through NABCO Muskego

Contact

NABCO Entrances, Inc. Technical Service Team
Techsupport@nabcoentrances.com

1-877-622-2694 Ext 3