



# Informational Notice

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| Date<br>9/1/2026                                                                                                                       | Notice #<br>140 | Model<br>All NABCO doors with NABCO Connect or NABCO Remote Connect installed |
| Subject<br>Effect of a power outage or power loss on a NABCO connect and NABCO Remote Connect if there is a missing or drained battery |                 |                                                                               |

## Issue/Symptom

Effect of a power outage or power loss with a functional battery on a programmed NABCO Connect and NABCO Remote Connect:

- The Connect will turn back on to the last mode it was in prior to the power outage/power loss.
- There is no need to press the power button to turn the Connect back on.
- All programmed information/schedules will resume as normal.

Effect of a missing or drained battery on a NABCO Connect and NABCO Remote Connect when a power outage or power loss occurs:

- The Connect will remain off and will not turn back on.
- Once the power is restored, the power button will need to be manually pressed.
- The Connect will default to Night Mode.
- A functional mode will need to be selected to resume normal door operation.

## Solution

NABCO strongly recommends installing batteries in the NABCO Connect and NABCO Remote Connect.

NABCO proactively recommends replacing the batteries every 2-5 years to avoid a default to the Night Mode position after a power outage/loss of power.

Both the NABCO Connect, and NABCO Remote Connect take a CR2032 battery. This is a common battery that can be found online and at many local retailers.

## Applicable Model Numbers

All NABCO doors with the NABCO Connect or NABCO Remote Connect installed.

## Contact

NABCO Entrances, Inc.

Technical Support Department  
[Techsupport@nabcoentrances.com](mailto:Techsupport@nabcoentrances.com)  
1-877-622-2694 Ext 3

NABCO Entrances, Inc.  
Technical Support Department  
[Techsupport@nabcoentrances.com](mailto:Techsupport@nabcoentrances.com)  
1-877-622-2694 Ext 3