

The logo features a blue circle with a white upward-pointing triangle on the left. To its right, the word "SMARTRISE" is written in white, and "TECH TIPS" is written in blue. The background is a dark grey with a faint, repeating geometric pattern of overlapping squares and lines.

# SMARTRISE TECH TIPS

**Date:** 6/4/2019

**Subject:** Default stop points set at 125 count when controller is first powered up in the field

**Equipment:** Controller SRU Boards & SRU boards sent direct to Pre-Wire manufactures

**Description:** Smartrise has received reports relaying stop points were set at 125 from the factory as default

**Tech Tip:** Upon review we found for a duration of time SRU boards provided with the controller and SRU boards sent direct to Pre-Wire manufactures were not being defaulted prior to shipping from the Smartrise production facility.

**Tech Tip Solution:** To resolve this issue very easily please perform a Dip 1A Default all on the SRU boards after initial power up. Doing this will reset the SRU boards to the correct stop points as they should have arrived from the Smartrise Production Facility.

If you have any further questions, please reach out to our Technical Support department by phone: **916-457-5129** or by email: [support@smartrise.us](mailto:support@smartrise.us)

Technical Support Hours: M-F 6am CST to 5pm PST

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