

Date: 2/13/2020

TSB Number: Technical Service Bulletin-00012

Route to: New Installation/Modernization/Service Manager

Reference: SRH (Hydraulic) Controller Line received since 1/1/2019

Subject: Factory Parameter Setting

Action: Mandatory

Equipment: None

Description: It has been brought to Smartrise Engineering's attention that a number of SRH (Hydraulic) controllers shipped between 1/1/2019 and 2/12/2020 may have had a parameter set for internal testing unintentionally left on prior to shipment.

This parameter can cause an unsafe condition in the event of:

1. Hardware failure of the valve control circuits
2. Hardware failure of the valve equipment

This parameter disables speed check and emergency stop functions.

This will not affect controllers that have received a software upgrade from our support department in the last year or any controller where a "Default All" menu selection has been enabled.

Fix: Please navigate to the DEBUG > Binary Parameters and adjust 13-191.2 to OFF.

Affected Sales order(s):

Job name(s):

Job number(s):

Serial Numbers(s):

If you have any questions, please reach out to our Technical Support department by phone: 469-678-8000 or by email: support@smartrise.us.