



**Technical Service Bulletin**

**Date:** June 02, 2025

**Route to:** Service/Maintenance Manager

**In Reference To:** TSB-0016

**Equipment NOT Affected:** V2 (Traction & Hydro), C4 (Traction & Hydro)

**Equipment Affected:** Elevator Controller Type SRA with software versions before V3.18(e)

**Description:** Correction to TSB-0016, Software must be updated to V3.18(e).

**Action:** Mandatory

**Fix:** Request for update to software to V3.18(e) by contacting our Technical Support Department at: (469) 678- 8000 or [support@smartrise.us](mailto:support@smartrise.us)

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