

Technical Bulletin from Smartrise Engineering, Inc.

**Date:** June 14<sup>th</sup>, 2013

**Route to:** Modernization/Service Manager.

**Subject:** Lock Board Recall

**Issue level:** Safety

**Action:** Immediate Required

**Reference:** Lock Board

**Equipment:** SRH, SRA, SRD

**Description:** If the 0VDC wire becomes disconnected from the lock board, it can cause the lock circuit to appear closed even if a hall door is open.

**Action:**

1. Confirm that the locks jumped detection logic is enabled by setting  
SETUP | DOOR SETUP | DETECT DOOR JUMPERS = yes  
This is the factory setting and should only be turned off when swing doors are used.
2. Contact Smartrise for a replacement lock board.
3. Return original.

**Job(s) on file:**

**Note**

1670 Alom Rock

This list of job(s) on file may be incomplete if you have purchased the board separately to use as replacement. If you have a lock board not in the above list, you must also replace it.

I will be following up with a call

Thank you,

**Rob Horton**

Customer Support Manager

**Smartrise**<sup>TM</sup>

**more time for everything else**

office: 916-457-5129 | fax: 916-457-4948 | cell: 916.256.5837 [www.smartrise.us](http://www.smartrise.us)