

## Service Bulletin SB181029 – EID1R Series

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**Status:** Optional Repair - Operator's Discretion

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**Identification:** EID1R units with serial numbers beginning “215” or “216” shipped before November 2018

**Background:** Through periodic testing of current and future products, a condition has been discovered which, at temperatures above 130 degrees Fahrenheit (55° C), may cause the device to power on or remain on to drain the battery. This condition causes the device to indicate an abnormal LED sequence at power-on and to respond abnormally, or be non-responsive, to power button presses. Devices exhibiting temperature related issues will return to normal functionality once internal circuit board and/or components are cooled below the temperature threshold. A normal power-on can be commanded at that time.

The cause has been isolated to a silicon component operating atypically while subjected to higher temperatures only.

ALD Systems has selected and tested a replacement component for all future devices and is offering repairs to existing devices. In addition to hardware repair, a firmware update is also available to ensure the responsiveness of power button presses regardless condition.

**Action Required:** Repairs are optional. Devices used while internal enclosure temperatures are below 130° F (55° C) are expected to operate normally, which must be verified by the user at each power-on and power-off by observing correct LED indication. Also note that devices should be stored below 100° F (38° C) for best retention of battery charge.

If repair is desired, please contact ALD Systems to arrange for the EID unit to be returned. The service will be done at no cost to the customer.