

Product Information Notice

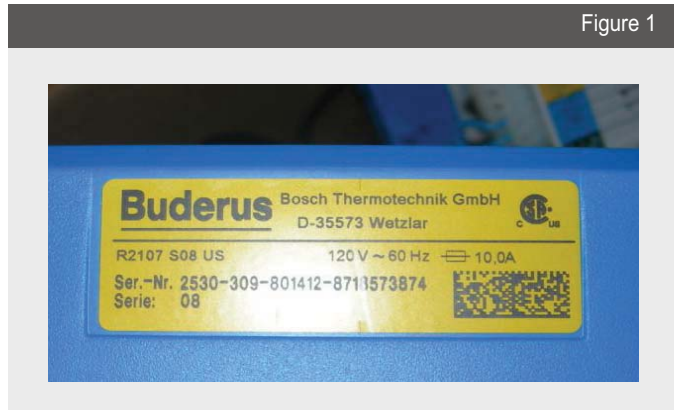
Models: R2107 Controller

Subject: R2107 Factory Mis-wire

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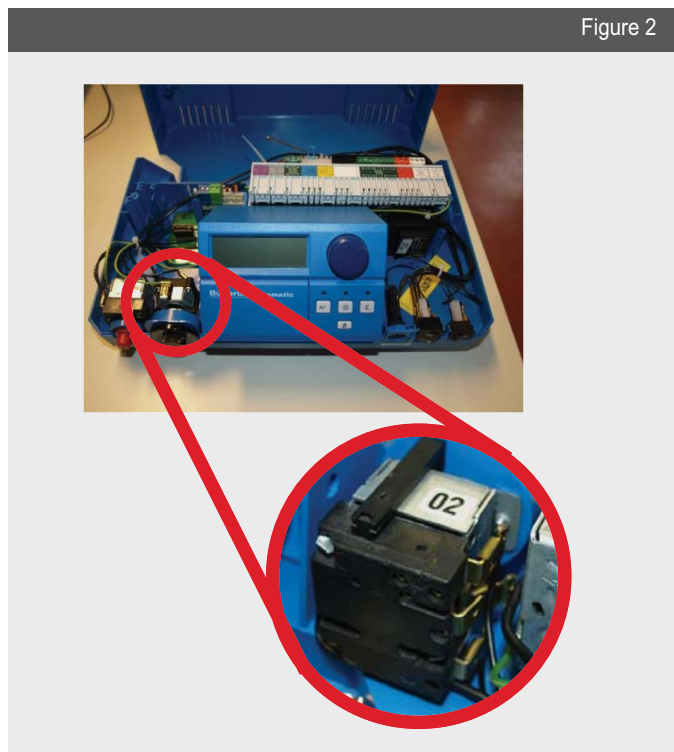
Affected Product

R2107 Controller S08 "US"
(p/n 8718573874)
Serial number located on back of control (Fig. 1)



Summary

R2107 controllers manufactured in 2013 contain a TR component (Fig. 2) that may have been mis-wired from the factory. The ground connection wire (yellow-green wire) on the TR component may be attached to the incorrect terminal. This mis-wire can lead to a blown internal fuse and/or tripped circuit breakers.



Field Action

All uninstalled R2107 controllers should be inspected for the factory mis-wire in the field. If a mis-wire is discovered the product can be returned through the RMA process.

Any installed R2107 controllers that are blowing fuses or tripping breakers should be inspected for the mis-wire, if found the R2107 controller should be replaced and returned through the RMA process.

Fig. 3 - Correctly wired:

middle terminal on TR component open. Ground wire (yellow-green) must be attached to metallic housing of TR component.

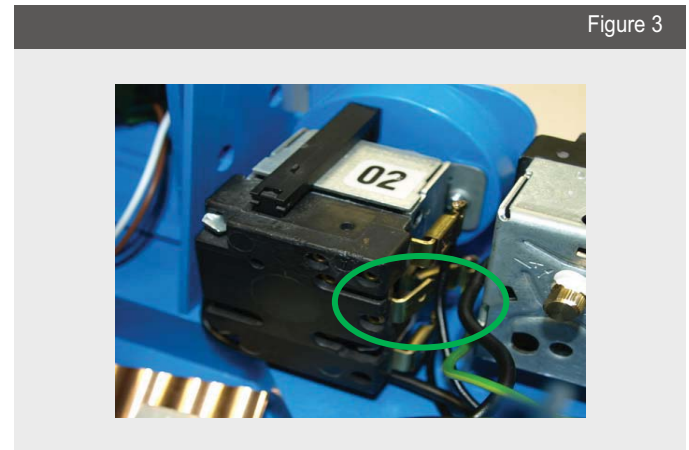


Fig. 4 - Incorrectly wired:

Incorrectly wired: middle terminal on TR component with ground wire (yellow-green wire) connection attached.



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