

SERVICE BULLETIN

Date: August 23, 2013
Update Number: 2013-02
Subject: Firmware Release Version
Products Affected: CSW24V & CSL24V

Recently, there have been isolated reports of gates with CSW24V & CSL24V operators intermittently being held open or closed. Reporting of this rare occurrence has been primarily from sites with gates that experience high cycle count activity.

The root cause of this issue has been determined to be a communication transmission problem between the expansion and the main control board, resulting in specific commands not being received for execution by the main board. As a result, the main board acts as if the close button is constantly being held down, requiring a hard reset to clear.

Firmware Update Released

Firmware version update 5.5 is now installed on the CSW24V & CSL24V main board and version 2.12 on the expansion board.

- **Improved Command Processing**

These updates were designed to improve command transmission between the expansion board and the main control board on high cycle applications, providing more reliable performance.

- **Enhanced Shadow Loop Functionality**

The shadow loop functionality has been enhanced to be active only in the “open” position instead of “open and closed” position. This helps avoid call backs on retrofit applications where the in-ground loops may have originally been installed to close the gate, causing the gate to intermittently hold in the closed position.

If you should encounter either of these issues on an operator whose firmware revision is earlier than 5.5, please call Technical Support (800.528.6563) for troubleshooting assistance to help determine if this firmware upgrade is required. As necessary, an RGA will be created and upgraded boards will be expedited to you.

Important Notes:

- In the event that either of these issues are identified at a particular site, both the main board and expansion board need to be replaced with boards updated with the latest firmware.
- If an order is placed for the main board or expansion board, the other board will be provided at no additional charge. It is imperative that the updated boards are used as a set.
- In order to identify main control and expansion boards that have been updated with the new firmware, a circular gray label will be affixed to the component side of each board.