



TECHNICAL BULLETIN

Support Number: 513-874-3733

Fax: 513-874-6232

Web Site: www.hamiltonsafe.com

Email: support@hamiltonsafe.com

Author:
Bill Detherage

Verification:
Brian Miller

Product:
HA1000 Down Send
System

Bulletin #
SB-1016-
UPDATE

Date Issued:
06/04/2014

Date Revised:
08/19/2014

Subject:

HA1000 Down Send System failing on customer send

All Hamilton Dealers,

Bulletin SB-1016 previously described a problem found with some HA1000 Down Send systems with the newer E0873-C and E0873-T control boards installed. This was described as an issue only found in some installations but typically all lanes located at the site would depict the same intermittent issue.

The symptoms are seen intermittently during the customer send cycle. When the customer send button is pressed, the customer door closes, the pressure turbine fails to run, and the teller door begins to open immediately after the customer door gets closed. The pressure output LED does not light during this cycle. Again, typically all the down send lanes at the same site exhibit the same intermittent symptoms.

Today we believe we have a permanent fix for this issue. The control firmware was updated to v1.60.06 and must be changed in the HA1000 Down Send customer unit. This firmware only is required in the customer unit. The firmware is updated by replacing the eProm chip (P/N E0899) located on the E0873-C control board. Replacing this chip does not affect previously programmed blower run time.

If you have a site exhibiting this issue, please contact Hamilton Tech Support and reference this bulletin to receive the updated firmware chips. Please be ready to troubleshoot the lanes further when contacting Hamilton to confirm the issue is indeed solved with firmware upgrade.

Hamilton Tech Support:
Phone: **513-795-5332**
Email: techsupport@hamiltonsafe.com

System Affected: HA1000 Down Send System with I/O Controls (E0873-C & E0873-T)

Symptoms: Pressure turbine does not run during customer send cycle. (No output LED)

Resolution: Replace customer unit firmware program with version v1.60.06

Please call or email Hamilton Safe Tech Support. (513) 795-5332

Reference service bulletin #SB-1016-UPDATE

8/20/2014