

HAMILTON

TECHNICAL BULLETIN

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Verification: Greg Hoop / Bob Morosic	Date Issued: 12/09/2011
Product: 5501 Audio Consoles 5501-2, 5501-4, 5501-8, & 5501-12	Date Revised:

Subject:
5501 Audio Console – Incoming Audio Issue

All Hamilton Dealers,

An issue has been discovered with the latest version of 5501 series audio consoles. The incoming audio has been prone to breaking up. The problem has been intermittent at most sites and seems to mainly affect the deal drawer although pneumatic units can be also affected. An upgrade program has been created to allow dealers to swap out affected consoles with updated versions.

The issue and upgrade only applies to 5501 series consoles shipped September 1, 2011 and later with version 2.0 hardware and revision 2.0 firmware. **5501 series consoles shipped prior to September 1, 2011 with version 1.# hardware and revision 1.# firmware are not affected and are not part of this upgrade.** This information can be found on the serial number label on the bottom of the console. The hardware version is shown with bold numbers on the right side of the label below the bar code. **20** would indicate version 2.0. The firmware revision is listed above the bar code. The serial number label will be modified to show hardware version **21** and firmware revision 2.1 on units that have been upgraded.



5501 Console Label on bottom of console

Please use RGA form on the dealer's home page of the Hamilton Safe website www.hamiltonsafe.com to request upgraded consoles for each customer location with version **20** consoles. (If necessary you can call the location and have a teller verify the console version.) Provide the number of consoles and their keypad size (number of lane buttons) for each location. The upgrades will have to be done in stages so please request the RGA numbers for known problem sites first and return the old consoles as soon as they have been replaced. Replacement consoles will be shipped without the cable and the plastic tab with lane colors. Simply move the plastic tab from the existing console to the replacement console and reuse the existing cable.

If you have any questions about this notice, please contact Bill Detherage with Hamilton Air by phone (513) 874-3733 or email billd@hamiltonsafe.com.

For technical questions about 5501 audio consoles or this issue, please contact audio technical support by phone (877) 236-0245.

For RGA questions, please contact RGA department by email rga@hamiltonsafe.com.



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Replacement Process Outline

Reference Tech Bulletin SB-1011

Audio Console Version 2.0

The below outline explains the procedure to follow when requesting replacement audio consoles for the problematic version 2.0 audio consoles described in the technical bulletin #SB-1011.

- 1) Dealer requests RGA for version 2.0 console replacements
 - a. Use online RGA request form
 - Include in RGA request:
 - i. Reference name of site (ex. 1st National CU – Hamilton, OH)
 - ii. Number of Consoles requested
 - iii. The model number (ex. 5501-4) or the number of lane keys on the console (ex. 4 lane)
 - iv. Specify if consoles are new in box or installed and in use
 - v. Address to send replacement consoles
- 2) Hamilton will issue RGA number for each site and email to person requesting RGA
- 3) Hamilton will ship replacement consoles version 2.1 or higher for each RGA
 - a. Included with each site shipment will be return shipping labels
 - b. If consoles are new in box, Hamilton will send new in box replacements
 - c. If consoles are in use, Hamilton will send consoles without cables or lane marker tabs. The installer will reuse the existing cable and lane marker tabs making a very simple swap.
- 4) The dealer will swap the new consoles with the version 2.0 consoles
- 5) The dealer can repackage the version 2.0 consoles and return to Hamilton using the return labels
 - a. If the version 2.0 consoles are not returned to Hamilton within 90 days of RGA issue date, the dealer will be invoiced for the replacement consoles sent on these RGA's