



## TECHNICAL BULLETIN

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Author: Bill Detherage	Bulletin # SB-1016
Verification: Brian Miller	Date Issued: 06/04/2014
Product: HA1000 Down Send System	Date Revised:

Subject:  
**HA1000 Down Send System failing on customer send**

All Hamilton Dealers,

The HA1000 Down Send systems have been found to occasionally exhibit an electrical/electronic issue that can cause the system to intermittently fail during the customer send cycle. This is a very rare issue that has been seen in only a few installations. Please read the details of this issue carefully to eliminate other minor causes that may be repaired with simple adjustments or other common techniques.

The system affected includes the HA1000 down send customer unit and standard HA1000 down send teller unit. The controls will be the I/O controls which include E0873-C customer control board and E0873-T teller control board. We do not believe the older systems with same E0873 boards in both units are affected.

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. Typically all the down send lanes at the same site exhibit the same intermittent symptoms.

If you have a system with the correct controls and exhibiting these symptoms, please call the Hamilton Tech Support and reference this bulletin #SB-1016.

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)

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

Reference service bulletin #SB-1016