

Thursday, 15 August 2024

Technical Bulletin (TB-2407): Intelligent Reflective Beam Detector - Auto-Aligning

Reason for notification:

We are informing you of an issue where users have reported encountering an E-26 error when powering up the Intelligent Beam Detector low-level controller.

Affected Item	Item Description
SA7100-100	Intelligent Reflective Beam Detector - Auto-Aligning

Detail:

We have observed an increase in occurrences of the E-26 error during the power-up of the low-level controller. Our team is actively collaborating with our supplier to identify the root cause. As an immediate containment measure, all stock at Apollo is undergoing 100% re-testing to ensure that any units shipped from Apollo after 15/08/2024 will be free from this error. Our supplier has also committed to enhancing their testing procedures and has updated their Standard Operating Procedures (SOPs) accordingly.

Remedy

If you encounter a unit displaying this error, please follow the standard RMA process. Our team will prioritise your case to ensure that it is resolved promptly, with a replacement unit dispatched as quickly as possible.

Questions

We remain at your disposal for any questions or support you may require. Your account manager is your primary point of contact and can assist with any immediate concerns. We will keep you closely informed of any updates or further information.

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