

SERVICE BULLETIN

PURPOSE

This bulletin advises of a rare assembly fault on the interface board used in the MicroGuard™ 4 Series computer units. Greer has recently become aware of instances of tantalum capacitor C8 being factory fitted with reverse polarity.

SYMPTOMS

When a System with a reverse C8 is powered up, the System behaves normally for some hours. During this time the capacitor becomes warm. When the capacitor reaches its critical temperature, it breaks down electrically and causes the computer unit to lock up. On MG 434, MG 454/RCI 500 Systems, this is indicated on the 3" x 3" display as a "serial comms error." On MG 414 Systems, the screens blank. No effective corrections can be made with override buttons or switches. When the System is powered down and the capacitor cools normal operation is restored until the capacitor reaches its critical temperature again. Thus the length of restored operation is proportional to the length of the power down period. If all of these symptoms are present, the interface board should be inspected and the orientation of C8 established.

CORRECTIVE ACTION

Contact Greer Service on 1 (800) 346-5245. Describe the problem and the Serial Number of the Unit. A replacement will be supplied along with a RGA (returned goods authorization) number. Providing that the faulty board is subsequently returned to Greer with the RGA number, no charge will be incurred.

