

E-Mail Notice

From: LaValle, Kathi
Sent: Wednesday, July 31, 2002 3:21 PM
Subject: #201 BMTK Trackers shipped before 5/15/02 need a Transceiver shield

To: Controls Notifications Distribution:
Date: July 31, 2002

Thank you.

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** NOTICE: BAS Technical Support no longer handles product registration. This is to be handled on-line only. If you do not have access to the internet from your customer site, please have someone in your office assist you. For emergencies only, call Gray Seever or select #2 when calling the 800# in St Paul. Thank you.*

Issue: We have discovered that the Echelon transceiver component used in the new BMTK Tracker is susceptible to EMI interference from the operator display. Symptoms of the EMI interference include; Tracker may fail to discover the Comm5 link and establish communications with some or all of the devices; The "wink" function from the Comm5 devices as expected, however when Tracker attempts to discover and add the device it will not be able to establish communication.

Discussion. According to our records we shipped (64) Trackers before this problem was discovered and corrected in the factory by adding a metal shield to the transceiver component. All Trackers shipped since 5/15/2002 have the shield.

Conclusion: The attached list of Trackers are affected. We are mailing the shield kits for the affected Trackers to the associated Trane/IWD offices today. Installation of the shield is a simple procedure that involves unsnapping the Tracker from the wall mount base (this powers off the Tracker) unsnapping the operator display, and gluing the shield to the transceiver. This transceiver chip is labeled U25 and is located in the lower right hand corner of the main module. Capacitor C13 can be gently moved if it touches the shield.

The entire process takes only a few minutes. Since the number of affected units is small we are not issuing a formal retrofit notice. Actual travel and up to 0.5 hours per unit installation time can be filed as a SPD claim in Falcon. (If the 60 day SPD period for a unit has expired, file the claim anyway and send an email to Valerie MacAlpine at BAS referencing your Falcon claim number and request her to go into Falcon and authorize your claim.)

Office/IWD Name	Sales Order #	Date Shipped	Model Number	Serial number
Charlotte, NC	F1M987A	13-May-02	BMTK000AA0A110	E02E09043
Chicago, IL	R1B024B	14-May-02	BMTK000AA0A210	E02E09445
Cincinnati, OH	N2L389A	13-May-02	BMTK000AA0A210	E02E09040
	N2L389A	13-May-02	BMTK000AA0A210	E02E09039
Cleveland, OH	N3A066B	24-Apr-02	BMTK000AA0A210	E02D12898
	N3H035A	24-Apr-02	BMTK000AA0A210	E02D12896
Columbus, OH	N4D804A	6-May-02	BMTK000AA0A110	E02E06678
Evansville, IN	P6H145B	3-May-02	BMTK000AA0A110	E02E06344
	P6H170A	15-May-02	BMTK000AA0A110	E02E09866
Fresno, CA	X3F095A	3-May-02	BMTK000AA0A110	E02E06345
Gustave Larson Company	1EA062B	1-May-02	BMTKKBBAA0A210	E02E05262
	1EA062B	1-May-02	BMTKKBBAA0A110	E02E05265
	1EA062B	1-May-02	BMTKKBBAA0A110	E02E05266
	1EA088A	6-May-02	BMTKKBBAA0A210	E02E06681
	1EA092A	8-May-02	BMTKKBBAA0A210	E02E07694
	1EA092A	8-May-02	BMTKKBBAA0A210	E02E07693
	1EA098A	9-May-02	BMTKKBBAA0A110	E02E08147
Harrisburg, PA	D1L284A	24-Apr-02	BMTK000AA0A110	E02D12901
	D1L395B	2-May-02	BMTK000AA0A210	E02E05701
	D1L395B	2-May-02	BMTK000AA0A210	E02E05749
	D1L395B	2-May-02	BMTK000AA0A210	E02E05748
	D1L395B	2-May-02	BMTK000AA0A210	E02E05747
	D1L395B	2-May-02	BMTK000AA0A210	E02E05746
Houston, TX	L4A029B	23-Apr-02	BMTKKBBAA0A110	E02D12028
	L4A066B	1-May-02	BMTKKBBAA0A110	E02E05264
INCE Distributing Corporation	3MA077B	8-May-02	BMTKKBBAA0A110	E02E07692
Los Angeles, CA	W2C431A	2-May-02	BMTK000AA0A210	E02E05700
	W2C433B	2-May-02	BMTK000AA0A210	E02E05697
	W2C435A	2-May-02	BMTK000AA0A210	E02E05699
	W2C525B	14-May-02	BMTK000AA0A110	E02E09444
Memphis, TN	K2C034B	23-Apr-02	BMTK000AA0A210	E02D12029
Midway Supply Company	3TA075B	30-Apr-02	BMTKKBBAA0A110	E02D14518
	3TA087B	1-May-02	BMTKKBBAA0A210	E02E05263
Milwaukee, WI	T5K951A	29-Apr-02	BMTK000AA0A110	E02D14040
	T5K985A	29-Apr-02	BMTK000AA0A110	E02D14041
New Haven, CT	B1G040B	24-Apr-02	BMTK000AA0A110	E02D12902
North Jersey, NJ	B6C478A	8-May-02	BMTK000AA0A110	E02E07690
	B6Q611A	24-Apr-02	BMTK000AA0A110	E02D12903
	B6Q658A	30-Apr-02	BMTK000AA0A110	E02D14513
Ottawa, Ontario	CGZ206A	29-Apr-02	BMTK000AA0A110	E02D14042
Philadelphia, PA	D2K634A	1-May-02	BMTK000AA0A110	E02E05267
	D7A710A	29-Apr-02	BMTK000AA0A210	E02D12895
Phoenix, AZ	V3B546A	6-May-02	BMTK000AA0A110	E02E06680
	V3Z149A	23-Apr-02	BMTK000AA0A110	E02D12025
	V3Z158A	9-May-02	BMTK000AA0A110	E02E08149
	V3Z285A	2-May-02	BMTK000AA0A110	E02E05696
Portland, OR	Y2F227A	23-Apr-02	BMTK000AA0A110	E02D12026
Raleigh, NC	F4A047A	8-May-02	BMTK000AA0A210	E02E07691
Reno, NV	C8G027C	10-May-02	BMTK000AA0A110	E02E08536
Salt Lake City, UT	V4X486A	30-Apr-02	BMTK000AA0A110	E02D14514
Springfield, MA	A3A527A	24-Apr-02	BMTK000AA0A210	E02D12897
St. Louis, MO	Q3S146A	15-May-02	BMTK000AA0A110	E02E09867
Syracuse, NY	C5K927C	24-Apr-02	BMTK000AA0A110	E02D12900
Tallahassee, FL	H2C049A	2-May-02	BMTK000AA0A110	E02E05695
	H2C052A	1-May-02	BMTK000AA0A110	E02E05260
Tampa, FL	H5F856B	23-Apr-02	BMTK000AA0A210	E02D12030
	H5G301B	26-Apr-02	BMTK000AA0A110	E02D12899
Trane Brazil	35D648C	6-May-02	BMTK000AA0A110	E02E06679
Tulsa, OK	L2J432A	13-May-02	BMTK000AA0A210	E02E09038
United Automatic Heating	1DA081A	30-Apr-02	BMTKKBBAA0A110	E02D14517
Wallwork Brothers Inc.	1LA048B	8-May-02	BMTKKBBAA0A110	E02E07361
	1LA048B	8-May-02	BMTKKBBAA0A110	E02E07360
	1LA048B	8-May-02	BMTKKBBAA0A110	E02E07359
Washington, DC	E2B691A	29-Apr-02	BMTK000AA0A210	E02D14044
	E2B691A	29-Apr-02	BMTK000AA0A210	E02D14043
Wilmington, NC	F9C037B	2-May-02	BMTK000AA0A210	E02E05698