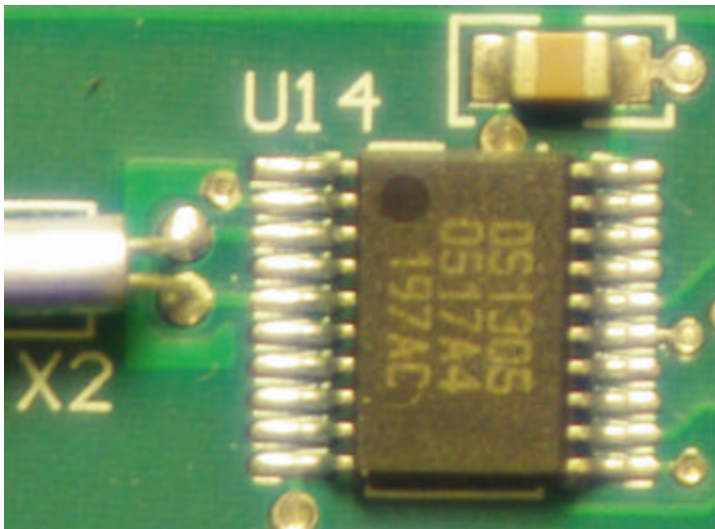


FX-2000 Real Time Clock (RTC) Problem

We have had a number of FX-2000 panels giving “**RTC supervision trouble**”. In some cases the panel date resets back to 1981 when the system is initially powered up.

This problem was investigated by engineering, quality control and purchasing departments and the problem that was found originated with a certain batch of Real Time Clock chips received from our suppliers with date code 0638. The chip is designated as U14 and is located at the bottom of the circuit board above the trouble buzzer.



Regrettably, if you experience the above problem, the only solution is to replace the main FX-2000 board.

New replacement boards can be ordered through the Customer Service Department using the following part numbers:

- RB-FX-2000MB FX-2000 Main PC Board 6 Amp (Compact Build)
- RB-FX-2000MB 12 FX-2000 Main PC Board 12 Amp (Compact Build)
- RB-FX-2000MB 12S FX-2000 Main PC Board 12 Amp (Large Build)
- RB-FX-2001MB FX-2000 Main Board 1 Loop Non-Expandable

We have quarantined all the defective RTC chips and all current stock has been manufactured using newly tested chips.

If you have any questions or concerns, please contact the Technical Support Department.