

# **Service Bulletin — SB113**

## **Power Interruptions May Disrupt Embedded Metasys Routers**

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### ***Models Affected***

Embedded Metasys Router (**JC-EP-RG**) units manufactured before June 1, 2001.

### ***Description***

Power interruptions may disrupt the JC-EP-RG units manufactured by Contemporary Controls — which in extreme cases have caused the units to become inoperable. The JC-EP-RG regularly saves diagnostic information to its FLASH file system. If power is interrupted during this event, the file system may be corrupted. The severity of corruption has, in some cases, required that the module be returned to the factory for service.

### ***Resolution***

A program upgrade has been implemented in units manufactured after June 1, 2001. Consequently, the file system corruption is not an issue for these units. However, for units manufactured prior to June 1, 2001, a factory program upgrade is recommended. The upgrade prevents automatic logging of diagnostic information and incorporates an option to save this information to a log file, if so desired.

Due to the nature of the upgrade and support equipment required, it is necessary to return the unit to Contemporary Controls for processing. Usually, a loaner unit is available to minimize downtime. When you request an RMA, you will be given instructions on how to proceed.

The program upgrade can be obtained free of charge by *first* obtaining an RMA, then returning the unit to:

**Contemporary Controls, 2431 Curtiss St, Downers Grove, IL 60515, USA.**