

Technical Information	Date: 02.07.2021 Official: Sebastian Wehr Department: BT-FIR/MKP1
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Tech. Information No.	2380 / 2021
Subject:	AVENAR all-in-one 4000 – Firmware Update

Short Description:	Wrong battery life-status displayed- no battery empty notification
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Hardware <input type="checkbox"/>	<input type="checkbox"/> Device	<input type="checkbox"/> Module	<input type="checkbox"/> PCBA
Software <input checked="" type="checkbox"/>	<input type="checkbox"/> Application	<input type="checkbox"/> Driver / Extension	<input checked="" type="checkbox"/> Firmware

Affected Products (details)	CTN	SAP no.	Aff. version
AVENAR all-in-one 4000	FNX-425U-WFWH	F01U359432	all
AVENAR all-in-one 4000	FNX-425U-RFWH	F01U359433	all
AVENAR all-in-one 4000	FNX-425U-WFRD	F01U359434	all
AVENAR all-in-one 4000	FNX-425U-RFRD	F01U359435	all

Period of delivery	from: January 2021	to: June 2021
Affected serial numbers	please refer to details below	

Priority Level	Criterion
I <input type="checkbox"/>	The change has to be made immediately (see dates below)
II <input checked="" type="checkbox"/>	The change has to be made during the next inspection.
III <input type="checkbox"/>	Change has to be made, if the error pattern recurs and with new installations.
None <input type="checkbox"/>	General Information (like new tool, new feature, new SW release)

Action Plan	
<input checked="" type="checkbox"/>	Inform customers
<input checked="" type="checkbox"/>	Arrange re-work of stock (CSO)
<input checked="" type="checkbox"/>	Arrange re-work of stock (customer)
<input checked="" type="checkbox"/>	Arrange re-work of installed products
<input type="checkbox"/>	See detailed actions on following pages

Start Date	July 2021	Completion Date	December 2021
New Features:			
None			

Removed features:

None

Solved Issues:

The issue is already solved at supplier side

Known issues:

The error occurs when the battery measurement is calibrated in production on the PCBA tester. In case a negative adjustment is required, an incorrect correction factor is written into the EPROM sector. This results in incorrect battery voltage measurements. Therefore, no battery low or battery missing troubles can be displayed by panel for the affected devices with wrong correction factor.

Affected devices will not activate in case of an alarm if the battery is empty. There will be no previous warning.

How to resolve the problem?

The problem can only be solved by a Firmware-update and recalibration at supplier side. Therefore, it is recommended, to replace all affected products (see list of affected serial numbers) in the field timely (latest at next inspection period).

Could the wrong display lead to a total failure of the product?

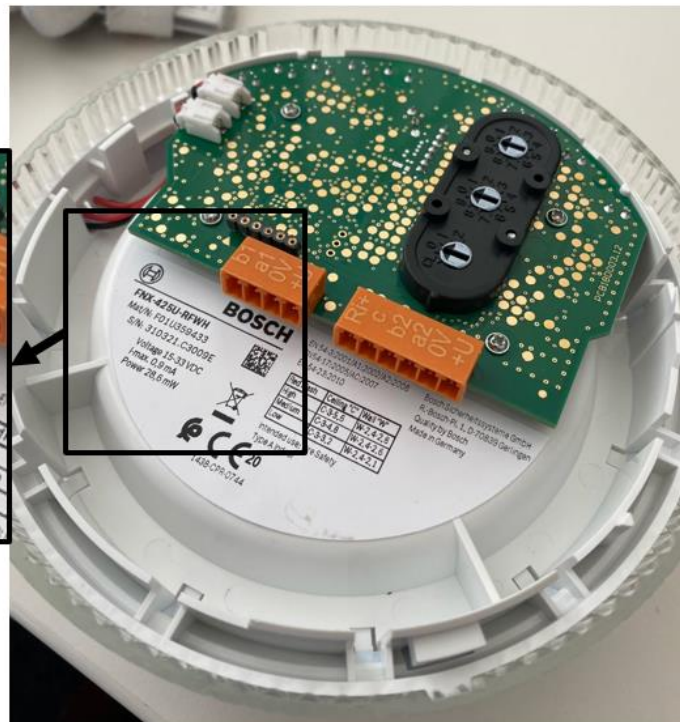
Possible, if a device was already activated for longer than 10 hours (sounder or flasher on). Then the device needs to be exchanged immediately.

Notes:

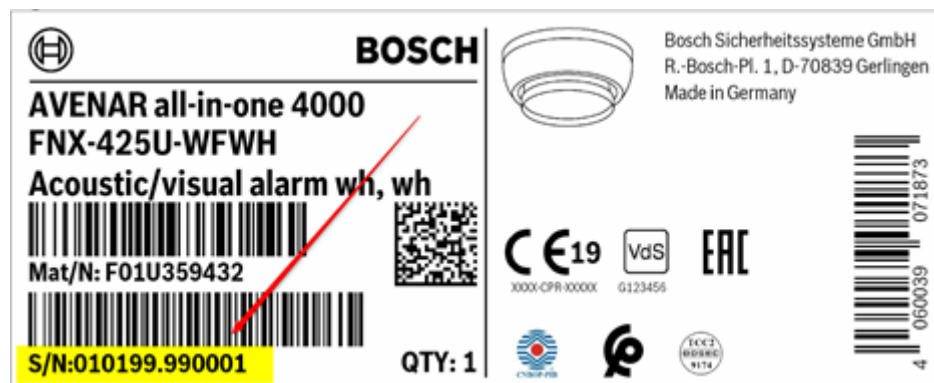
- Please use ASA RMA-desk for returns
- Refer in the text to 'CAR210130' and/or 'TI 2380'
- You will first get new products for your customer
- After you've received the new products, you can send the old ones back to ASA

How to find the serial number:

Productlabel:



Boxlabel:



Required Components	Part no.

Attachment(s)

2380_2021_affected_serialnumbers.pdf

BU Manager	Thomas Knauel	Clerk in Charge:	Ron Marier
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