



Technical Service Bulletin: Charge Guard (CG-X) Time Setting - Infinite

Scope: Charge Guard (CG-X) Infinite Timer Setting

Purpose: Communication to partners, resellers, and end-users

- 1) Communicate Havis' response to customer reports (CG-X 'infinite' setting timing out)
- 2) Communicate Havis' commitment to customer service, and recommended solution.

Bulletin: Summary Description: Investigation Results, Findings

Quality Commitment: Customer Support and Recommended Solution

SUMMARY: Havis has received reports from end-users and installers that the Charge Guard (CG-X) time setting is incorrect for 'INFINITE' and times out at approximately 18 hours.

Further testing has confirmed this complaint and additional sampling(s) identified the 18 hour timeout is consistent on all CG-X products. Additional engineering assessments have certified that no other modes of operation or timing settings are affected by this limitation.

Engineering investigation and analysis has revealed the 18 hour timeout is a limitation of the internal electronics and cannot be changed; no corrective action is available. Havis will update all product material and literature to reflect the 18 hour time limit in place of the 'INFINITE' time setting.

AFFECTED UNITS: Most end-users will not be affected; few applications require an 'INFINITE' time setting. For users with product installed with a time setting of 'INFINITE', the units will time out at 18 hours instead of staying on until the battery voltage drops to 11VDC; all other modes and settings remain unaffected.

IMPACT: The Charge Guard (CG-X) remains fully functional for all modes and time settings with the exception of the 'INFINITE' time setting; maximum allowable time will be changed to 18 hours.

CONTAINMENT: Havis will communicate update all product material to reflect the 18 hour time limit. As well, communication to all sales team members, Independent Reps, and resellers will be sent via email in an effort to inform end-users.

SOLUTION: Havis will accept returns from all customers who purchased this product with the intent of utilizing the 'INFINITE' time setting (opportunity/purchase date must be prior to change). Returns which have been installed and used for an extended period of time (greater than three months) will not be returned unless an open/active case is on file with the Technical Support group.