



Service Bulletin

EAS 911 Memory Loss Prevention

In some very rare and unusual circumstances, the EAS 911 may lose portions of its setup memory.

1. One possible cause has been traced to the combination of an IC's input leakage current and its pull-down resistor. The input of Gal U20 is pulled high during factory test and resistor R121 pulls the input to ground during normal operation. If the leakage current is excessive, the input can appear to be logic 1 instead of its normal logic 0.

A preventive measure can be accomplished easily in the field:

Save all set-up parameters before powering down the 911 unit. With AC Power off, on main board assembly, replace R121 with a zero-Ohm resistor or jumper wire or simply solder a shorting wire across the resistor. Erase all set-up parameters before powering up the 911 unit again. This is accomplished by placing a piece of paper between BATT1 and its contacts for 15 minutes. If the board does not have BATT1, carefully remove U15 from its socket for 15 minutes, then reinstall it. See Fig. 1 (W/O Batt1) or Fig. 2 (W/Batt1)

