

SwingSmart CNX Limit Sensor Replacement

ISSUE: SwingSmart CNX operator limit sensor wires may break when bracket is adjusted.

OPERATOR MODEL(S): SwingSmart CNX

ISSUE DATE: 01/29/2019

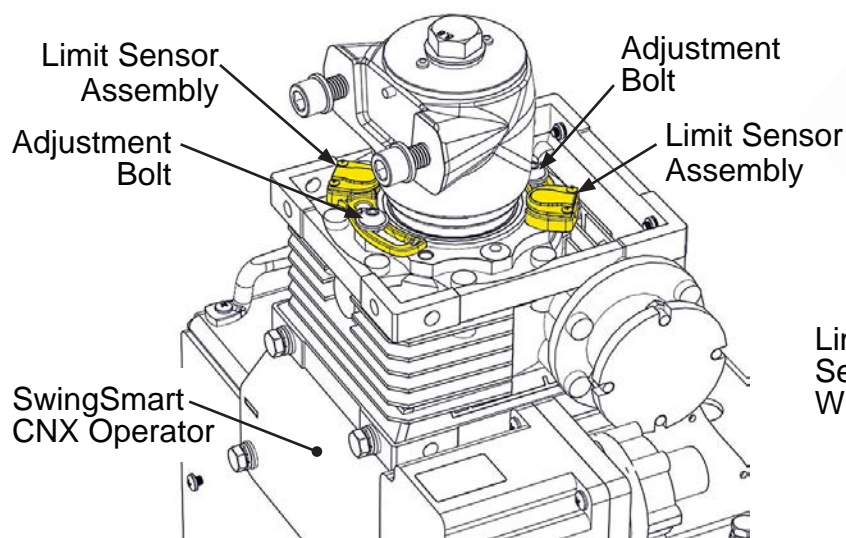
IMPACTED PRODUCT DATES: SwingSmart CNX Operators produced prior to 1/27/2020.

SITUATION: HySecurity has noted a few failures on SwingSmart CNX operators caused by breakage of wires soldered onto the Limit Sensor Board when the limit sensor brackets are adjusted to set limits on installation.

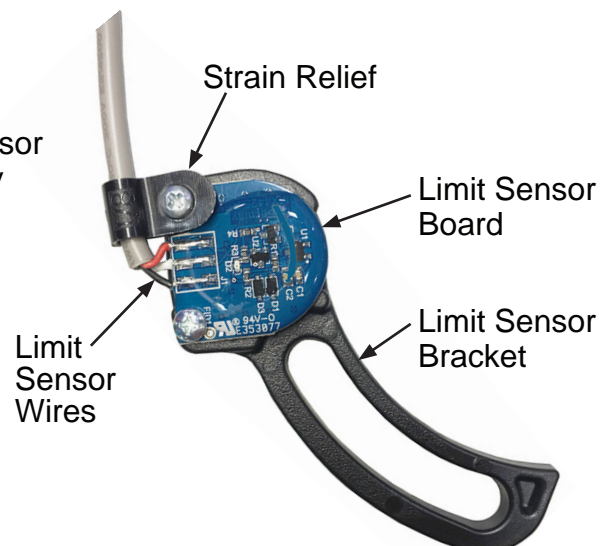
ACTION: HySecurity will be sending out enough improved sensor assemblies to cover replacement in all operators shipped prior to 1/27/2020. The improved sensor assemblies contain a strain relief that prevents wire breakage. You may do any of the following as necessary:

- Replace both limit sensor assemblies. Instructions for this will accompany the improved sensor assemblies.
- If the wires have not been damaged (e.g. a new operator), you may simply remove a screw holding the limit sensor onto the bracket and add the strain relief with a longer screw. This prevents having to route the sensor wire into the operator to connect to the Drive Board.
- If an operator has been installed, and is functioning well, it is not necessary to replace the limit sensor.

You do not have to return limit sensors which have been replaced, or unused replacement sensor assemblies. These may be kept for future replacements if needed.



Limit Sensor Assembly Locations



Replacement Limit Sensor Assembly

Contact Information:

Visit <https://hysecurity.com/technical-support/> for installation manuals, replacement part instructions, part diagrams and more.

Qualified HySecurity distributors are experienced and trained to assist in resolving installation problems. For the name of a qualified distributor near you, call HySecurity at 800-321-9947. *Before contacting your distributor or HySecurity Technical Support, obtain the serial number of your operator.