Known issues with the implementation of
System Power Supply 4E

Problem
a rare automatic reset of the power supply during operation

Affected
potentially all System Power Supply 4Es before serial number 1739

Detection
No "Generation 3" Logo or SMD component on the processor board

Occurrence

By a number of practice tests it became apparent that there were sporadic instances of some instability with the System Power Supply 4E. After a few hours, single power supplies restarted automatically. The units are programmed so that the integrated "Watchdog" software resets the system if the software freezes. This should not normally happen. During the new start, the LEDs cannot receive a signal for about 30 seconds and remain in the existing state. The error is not easily recognizable but the simplest way to detect the error is that the switch on time counter on the web server shows a much too short switch on time.

Reason

· a part of the processor that was previously not heavily burdened is then more heavily burdened and
  shows a previously unknown error
· with the implementation of the web interfaces with switch on time counters, these errors
  are more detectable than before

Solution

By changing one single SMD element with size 0603 the processors can be brought into a stable condition where this will then not occur.

Please contact us in order to arrange this exchange. Modified equipment will be marked by us with our Generation 3 Logo. Even though this error rarely occurs, the possibility cannot be completely excluded that it could happen. We therefore urge you to contact us.

Known issues with the implementation of
System Power Supply 4E

Problem
units before 2010 don't start after updates to Version 2.__ and Version 3.__

Affected
single System Power Supply 4Es before 2010, before mid 2008 are reliable

Detection
SMD component on the processor board

Occurrence

following update to Version 2.x

Reason

Version 1.__ does not use a processor cache, the power supply used up until this time works without problems up to the activation of Version 2.__. That changes after the activation of this function.

Solution

Change the voltage regulator and capacitor on the processor board? That's two SMD components. Please contact us so we can eliminate the problem quickly.

S C H N I C K

S C H N A C K

S Y S T E M S

Known issues with the implementation of
System Power Supply 4E

Problem
Some units before 2009 cannot be updated to 2.__ and 3.__

Affected
Single System Power Supply 4E between 2008 and 2009, up to 2008 are secure

Detection
SD card is inserted with the contacts facing down

Reason

The first units were produced with outsourced processor boards. The design was changed later and Schnick Schnack Systems started producing the processor boards themselves. The first hardware version was made with hard-wired Bus transmitters and not with transceivers. These two reasons are why this hardware is not compatible with Versions 2.__ and 3.__.

Solution 1

Install firmware 1.17 and operation under DMX.

Solution 2

Replace all 3 boards with new ones. Unfortunately, this exchange is subject to a fee.
Please contact us should this be required.