

**ALLSTAR TECHNICAL NOTE**

**Product:** Challenger S (AC9300) and Challenger GL (AC9500)

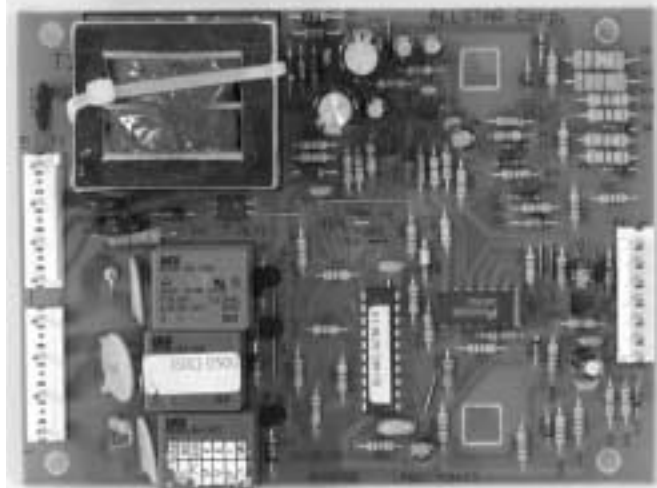
**Subject:** Operator Does Not Run Using Radio Control

We have had some reports from customers that sometime after installation, the Challenger Operator stops working from the radio controls however continues to work properly from the wall button. Only a small number of operators have exhibited this problem. A picture of the subject control board is below.

Field returns and lab testing indicated that a component on the control board was being damaged. Under certain conditions, electrical noise from thunder storms, electrical appliances and other inductive loads could enter the control circuit, by way of the pushbutton wires, and damage electrical components on the control board. Further testing showed this problem could be virtually eliminated by upgrading a component on the control board. When tested in the lab, the control board with the new component withstood 3 times more voltage than the control board using the old component.

All products, including finished operators, replacement boards and warranty repairs, produced after June 27<sup>th</sup> will have the upgraded component installed in the control board.

**NOTE:** Low voltage wires used for pushbuttons and photobeams should never be installed next to high-voltage wires. Typically they should be routed 8-12 inches from any high-voltage wires. Other regulations may apply. Always check local building codes for current requirements.



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