

Date: 2/13/2020

TSB Number: Technical Service Bulletin-00012

Route to: New Installation/Modernization/Service Manager

Reference: SRH (Hydraulic) Controller Line received since 1/1/2019

Subject: Factory Parameter Setting

Action: Mandatory

Equipment: None

Description: It has been brought to Smartrise Engineering's attention that a number of SRH (Hydraulic) controllers shipped between 1/1/2019 and 2/12/2020 may have had a parameter set for internal testing unintentionally left on prior to shipment.

This parameter can cause an unsafe condition in the event of:

1. Hardware failure of the valve control circuits
2. Hardware failure of the valve equipment

This parameter disables speed check and emergency stop functions.

This will not affect controllers that have received a software upgrade from our support department in the last year or any controller where a "Default All" menu selection has been enabled.

Fix: Please navigate to the DEBUG > Binary Parameters and adjust 13-191.2 to OFF.

If you have any questions, please reach out to our Technical Support department by phone: 469-678-8000 or by email: support@smartrise.us.

Affected Sales order(s): 45500
Job name(s): 12th North
Job number(s): 191113-003
Serial Numbers(s):

Affected Sales order(s): 37302
Job name(s): 1409 W Broad St
Job number(s): 190131-006
Serial Numbers(s):

Affected Sales order(s): 44225
Job name(s): 1625 Coney Island
Job number(s): 190927-002
Serial Numbers(s):

Affected Sales order(s): 44826
Job name(s): 1657 Huntington
Job number(s): 191018-002
Serial Numbers(s):

Affected Sales order(s): 42636
Job name(s): 185 Marcy Ave
Job number(s): 190806-012
Serial Numbers(s):

Affected Sales order(s): 39739
Job name(s): 20 Sidney St #7
Job number(s): 190502-014
Serial Numbers(s):

Affected Sales order(s): 39789
Job name(s): 20 Sidney St #8
Job number(s): 190502-018
Serial Numbers(s):

Affected Sales order(s): 37570
Job name(s): 210 Endicott St
Job number(s): 190207-006
Serial Numbers(s):

Affected Sales order(s): 39615
Job name(s): 24 Washington Ave
Job number(s): 190430-025
Serial Numbers(s):

Affected Sales order(s): 37597
Job name(s): 3 C's Office
Job number(s): 190215-003
Serial Numbers(s):

Affected Sales order(s): 38224
Job name(s): 301 Washington
Job number(s): 190312-008
Serial Numbers(s):

Affected Sales order(s): 35606
Job name(s): 3610 Bush St
Job number(s): 181112-007
Serial Numbers(s):

Affected Sales order(s): 37754
Job name(s): 46-02 70th St
Job number(s): 190213-004
Serial Numbers(s):

Affected Sales order(s): 41924
Job name(s): 46 pleasant St.
Job number(s): 190716-003
Serial Numbers(s):

Affected Sales order(s): 41449
Job name(s): 574 Bloomfield Ave
Job number(s): 190626-018
Serial Numbers(s):

Affected Sales order(s): 41645
Job name(s): 80 E. Pershing
Job number(s): 190703-007
Serial Numbers(s):

Affected Sales order(s): 46470
Job name(s): 800 Crescent Way
Job number(s): 191213-002
Serial Numbers(s):

Affected Sales order(s): 44382
Job name(s): 8180 Shore Drive
Job number(s): 191003-002
Serial Numbers(s):

Affected Sales order(s): 35558
Job name(s): 835 W. Washington
Job number(s): 181115-012
Serial Numbers(s):

Affected Sales order(s): 38247
Job name(s): 9 S. Grainville
Job number(s): 190313-006
Serial Numbers(s):

Affected Sales order(s): 43329
Job name(s): Affordable Suites #1
Job number(s): 190905-009
Serial Numbers(s):

Affected Sales order(s): 36553
Job name(s): Army National Guard
Job number(s): 190102-010
Serial Numbers(s):

Affected Sales order(s): 47190
Job name(s): Arvada Church
Job number(s): 190712-001
Serial Numbers(s):

Affected Sales order(s): 41438
Job name(s): Asbury North
Job number(s): 190626-008
Serial Numbers(s):

Affected Sales order(s): 39236
Job name(s): Assisted Living
Job number(s): 190416-009
Serial Numbers(s):

Affected Sales order(s): 39026
Job name(s): Bank Forward
Job number(s): 190411-013
Serial Numbers(s):

Affected Sales order(s): 38635
Job name(s): Baptist Church
Job number(s): 190327-004
Serial Numbers(s):

Affected Sales order(s): 42284
Job name(s): Barrett
Job number(s): 190726-005

Serial Numbers(s):

Affected Sales order(s): 36800
Job name(s): Bemidji Municipal
Job number(s): 190122-004
Serial Numbers(s):

Affected Sales order(s): 38675
Job name(s): Buffalo City Mission
Job number(s): 190327-013
Serial Numbers(s):

Affected Sales order(s): 45458
Job name(s): Building Six
Job number(s): 191111-008
Serial Numbers(s):

Affected Sales order(s): 37711
Job name(s): Caesar Rodney HS
Job number(s): 190218-003
Serial Numbers(s):

Affected Sales order(s): 40838
Job name(s): Cape Henlopen 1-2
Job number(s): 190610-013
Serial Numbers(s):

Affected Sales order(s): 40947
Job name(s): Cape Henlopen 3
Job number(s): 190612-003
Serial Numbers(s):

Affected Sales order(s): 40701
Job name(s): Cast Tech High School
Job number(s): 190603-010
Serial Numbers(s):

Affected Sales order(s): 40334
Job name(s): CB Motley
Job number(s): 190513-004
Serial Numbers(s):

Affected Sales order(s): 44183
Job name(s): Central St
Job number(s): 190930-012
Serial Numbers(s):

Affected Sales order(s): 36213
Job name(s): Children of America
Job number(s): 181227-005
Serial Numbers(s):

Affected Sales order(s): 44913
Job name(s): Cinespace
Job number(s): 191017-001
Serial Numbers(s):

Affected Sales order(s): 45762
Job name(s): Clinicas
Job number(s): 191122-015
Serial Numbers(s):

Affected Sales order(s): 45553
Job name(s): Collins
Job number(s): 191115-006
Serial Numbers(s):

Affected Sales order(s): 39719
Job name(s): Columbia Place
Job number(s): 190502-005
Serial Numbers(s):

Affected Sales order(s): 42507
Job name(s): Duffie Boatworks
Job number(s): 190731-010
Serial Numbers(s):

Affected Sales order(s): 41307
Job name(s): Easton Elementary
Job number(s): 190628-009
Serial Numbers(s):

Affected Sales order(s): 38737
Job name(s): Emory Lofts
Job number(s): 190329-008
Serial Numbers(s):

Affected Sales order(s): 36792
Job name(s): Extra Space #1
Job number(s): 190111-004
Serial Numbers(s):

Affected Sales order(s): 36796
Job name(s): Extra Space #2
Job number(s): 190111-006
Serial Numbers(s):

Affected Sales order(s): 45308
Job name(s): Fairfield Inn
Job number(s): 191004-002
Serial Numbers(s):

Affected Sales order(s): 38872
Job name(s): Falcon Stadium C&D
Job number(s): 190402-005
Serial Numbers(s):

Affected Sales order(s): 36420
Job name(s): First Citizens Bank
Job number(s): 181227-006
Serial Numbers(s):

Affected Sales order(s): 44141
Job name(s): Frazier
Job number(s): 190930-008
Serial Numbers(s):

Affected Sales order(s): 37560
Job name(s): General Refrigeration
Job number(s): 190219-013
Serial Numbers(s):

Affected Sales order(s): 45710
Job name(s): Gonzalez Files
Job number(s): 191121-005
Serial Numbers(s):

Affected Sales order(s): 37382
Job name(s): Grand Doral 1-2
Job number(s): 190207-005
Serial Numbers(s):

Affected Sales order(s): 37819
Job name(s): Great Valley Corp
Job number(s): 190226-006
Serial Numbers(s):

Affected Sales order(s): 45081

Job name(s): Haines St

Job number(s): 191030-011

Serial Numbers(s):

Affected Sales order(s): 37613

Job name(s): Hampton Inn Monohans

Job number(s): 190214-006

Serial Numbers(s):

Affected Sales order(s): 39218

Job name(s): Hanscom AFB

Job number(s): 190102-012

Serial Numbers(s):

Affected Sales order(s): 39871

Job name(s): Haven Harbour

Job number(s): 190507-002

Serial Numbers(s):

Affected Sales order(s): 41267

Job name(s): Helo Hanger Two

Job number(s): 190619-017

Serial Numbers(s):

Affected Sales order(s): 37104

Job name(s): Home 2 Suites

Job number(s): 190123-011

Serial Numbers(s):

Affected Sales order(s): 35926

Job name(s): Hooper's

Job number(s): 181129-015

Serial Numbers(s):

Affected Sales order(s): 37131

Job name(s): Jefferson Press Box

Job number(s): 190117-006

Serial Numbers(s):

Affected Sales order(s): 44988

Job name(s): Kemper Pond Office

Job number(s): 191021-013

Serial Numbers(s):

Affected Sales order(s): 44768
Job name(s): Lilly Gastro
Job number(s): 191017-010
Serial Numbers(s):

Affected Sales order(s): 42487
Job name(s): MEH Investments
Job number(s): 190801-006
Serial Numbers(s):

Affected Sales order(s): 38958
Job name(s): Mezzo Apartments
Job number(s): 190409-015
Serial Numbers(s):

Affected Sales order(s): 43335
Job name(s): Mezzo Apartments #2
Job number(s): 190904-022
Serial Numbers(s):

Affected Sales order(s): 41027
Job name(s): Mills Memorial Hall
Job number(s): 190613-006
Serial Numbers(s):

Affected Sales order(s): 35612
Job name(s): Mission Funeral Stone
Job number(s): 181121-004
Serial Numbers(s):

Affected Sales order(s): 40146
Job name(s): Mott Conversation
Job number(s): 190514-011
Serial Numbers(s):

Affected Sales order(s): 42647
Job name(s): My Locker
Job number(s): 190808-011
Serial Numbers(s):

Affected Sales order(s): 45883
Job name(s): New K-8 Center
Job number(s): 191125-010
Serial Numbers(s):

Affected Sales order(s): 38368
Job name(s): Papasitas
Job number(s): 190319-008
Serial Numbers(s):

Affected Sales order(s): 37458
Job name(s): Peoples gas
Job number(s): 190214-003
Serial Numbers(s):

Affected Sales order(s): 41552
Job name(s): Peoples gas
Job number(s): 190628-003
Serial Numbers(s):

Affected Sales order(s): 41626
Job name(s): Port Townsend 2
Job number(s): 190703-003
Serial Numbers(s):

Affected Sales order(s): 45037
Job name(s): Project Lion
Job number(s): 191028-003
Serial Numbers(s):

Affected Sales order(s): 45261
Job name(s): Quality Suites
Job number(s): 191104-006
Serial Numbers(s):

Affected Sales order(s): 39450
Job name(s): Rehoboth E
Job number(s): 190422-013
Serial Numbers(s):

Affected Sales order(s): 39447
Job name(s): Rehoboth F
Job number(s): 190423-006
Serial Numbers(s):

Affected Sales order(s): 35795
Job name(s): River Guide
Job number(s): 181121-005
Serial Numbers(s):

Affected Sales order(s): 41436
Job name(s): Riverfront Village
Job number(s): 190626-004
Serial Numbers(s):

Affected Sales order(s): 36946
Job name(s): RVA Granite Bldg
Job number(s): 190114-004
Serial Numbers(s):

Affected Sales order(s): 38359
Job name(s): Salt Lake Hospital
Job number(s): 190315-003
Serial Numbers(s):

Affected Sales order(s): 42707
Job name(s): San Jacinto PR
Job number(s): 190813-015
Serial Numbers(s):

Affected Sales order(s): 42387
Job name(s): Shoal Creek
Job number(s): 190731-004
Serial Numbers(s):

Affected Sales order(s): 45504
Job name(s): Simon Warehouse
Job number(s): 191113-014
Serial Numbers(s):

Affected Sales order(s): 37398 & 40448(rework)
Job name(s): Somerset Trust Bank
Job number(s): 190207-010
Serial Numbers(s):

Affected Sales order(s): 39209
Job name(s): St. James
Job number(s): 39209
Serial Numbers(s):

Affected Sales order(s): 40732
Job name(s): Storage Bixby #1
Job number(s): 190604-015
Serial Numbers(s):



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Affected Sales order(s): 40773
Job name(s): Storage Bixby #2
Job number(s): 190605-009
Serial Numbers(s):

Affected Sales order(s): 40895
Job name(s): Storage Harvard #1
Job number(s): 190610-006
Serial Numbers(s):

Affected Sales order(s): 40916
Job name(s): Storage Harvard #2
Job number(s): 190610-012
Serial Numbers(s):

Affected Sales order(s): 39509
Job name(s): Storage Valdosta 1-2
Job number(s): 190425-014
Serial Numbers(s):

Affected Sales order(s): 39342
Job name(s): Stratford Mid Sch.
Job number(s): 190417-013
Serial Numbers(s):

Affected Sales order(s): 44197
Job name(s): The Easterly
Job number(s): 190926-009
Serial Numbers(s):

Affected Sales order(s): 46860
Job name(s): The Harvard #2
Job number(s): 200106-004
Serial Numbers(s):

Affected Sales order(s): 45996
Job name(s): Thurston
Job number(s): 191202-002
Serial Numbers(s):

Affected Sales order(s): 42384
Job name(s): Tin Can Alley
Job number(s): 190731-006
Serial Numbers(s):



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Affected Sales order(s): 40643
Job name(s): Tim Office Building
Job number(s): 190530-010
Serial Numbers(s):

Affected Sales order(s): 46163
Job name(s): Tower Hotel
Job number(s): 191209-004
Serial Numbers(s):

Affected Sales order(s): 44212
Job name(s): Und Engagement
Job number(s): 190924-009
Serial Numbers(s):

Affected Sales order(s): 39539
Job name(s): Westest Office
Job number(s): 190429-011
Serial Numbers(s):

Affected Sales order(s): 39370
Job name(s): Woodbridge Apts
Job number(s): 190411-011
Serial Numbers(s):

Affected Sales order(s): 37886
Job name(s): Zachery Industrial
Job number(s): 190227-003
Serial Numbers(s):