

FAAC-INFO

TECHNICAL SERVICES DEPT.

Date: November 15, 2004

Vol. # 012

Subject: FAAC Battery Back-Up

Reason For Info: Component Issue

Description:

FAAC International has found it necessary to suspend the sales of our FAAC battery back-up (BC-Pro 1050 -700I) Due to a component software issue with the manufacturer.

Tripp-Lite and FAAC Italy are working diligently to resolve the issue, and we hope to commence selling these battery back-ups again very soon.

The problem is the main power synchronization between the 455D and the Battery back-up units. The output is not sinusoidal, causing a timing issue with the 455D causing the AC motor(s) to run inefficiently or poorly.

To remedy this problem FAAC Italy has will be changing their software immediately and will be shipping us the microprocessor very soon.

One other possible way to help solve this issue is to program an extended run time during the programming phase of the 455D.

We are sorry for any inconveniences that this may cause you or your customers.

