

Distribution Technical Bulletin

touchpoint
Partner Programme

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Scantronic 09751/2

Description of Situation

We have noted a number of isolated incidents when our 09752EN-43 and 55K-43 have temporarily reported keypad and expander errors. We are, by association including the 09751EN.

In order that we can assess that this situation is a problem we may ask for the printed circuit board (PCB) to be returned to Cooper Security.

In the unlikely event of a failure we will arrange in-field free of charge supply of the panel PCB directly to the installer.

If you would like us to refresh stock we are more than happy to do so, however we see this as an act of reassurance rather than a necessity.

Please contact sales@coopersecurity.co.uk to discuss any arrangements.

Thank you for your support

www.coopersecurity.co.uk

COOPER Safety