

Ekinox Series

Errata Notice

Document
Date

ERRATAEKI01
Sep 3, 2019

Support
support@sbg-systems.com
+33 1 80 88 45 00

Doc. Type
Errata: Low voltage boot issue

SBG Systems
1, avenue Eiffel
78420 - Carrières-sur-Seine - FRANCE

This notice is to inform you about an Ekinox (V3) series hardware errata.

1. Description of issue

It has been observed in specific operating conditions or specific products that the Ekinox-D V3 products may not boot correctly at 12VDC input.

The issue is caused by some tolerance variations in the power supply components.

Proper operation is has been confirmed for all products at higher voltage such as 14 VDC.

2. Affected products

All EKINOX-D-G4A#-G1SB-V3 and EKINOX-D-G4A#-G1VB-V3 in the hardware revision 3 are affected by this errata.

Products with Hardware revision 3.1 are not affected by this errata.

3. Workaround

As a workaround, SBG Systems recommend the use of a higher operating voltage (> 14VDC).

4. Retrofit

In case you have an affected product, SBG Systems offers the product retrofit at no charge during the warranty period.

5. Contact

If you need any further information after reading this document, please contact us by email or phone.

EMEA:

SBG Systems S.A.S.
1, avenue Eiffel
78420 – Carrières-sur-Seine
FRANCE

Phone: +33 1 80 88 43 70
support@sbg-systems.com

Americas:

SBG Systems North America, Inc
5932 Bolsa Avenue, Suite #103
Huntington Beach, CA 92649
USA

Phone: +1 (657) 549-5807
support@sbg-systems.com