

Parts Obsolescence

01/06/00

jr classic Rev A & B, 24 classic Rev A & B
All firmware versions

Due to the obsolescence of several parts in ProTek jrs Rev A and Rev B, such units having communications related failures or having been struck by lightning are no longer repairable. The ProTek 24s Rev A and Rev B also have parts that are now obsolete, and will be similarly affected. For the present, we will handle all other failures of these units on an individual basis only when we have issued a provisional RMA prior to receipt of the unit. Any units sent without an RMA or found to have Telco problems will not be repaired and will be subject to a minimum charge of \$75.

The ProTek jr and 24, Rev C and D, will continue to be supported for the foreseeable future.

We regret that this action is necessary but since the majority of these units are seven to eleven years old and parts have long been out of production, we have little other recourse. The affected units, working or not, may be traded in for the equivalent current production models. Owners of the old jrs will receive a \$600 credit toward the purchase of a new jr+. Owners of the ProTek 24 will receive a \$700 credit toward the purchase of a new 24+.

The following are common failures that cannot be repaired on the above mentioned monitors:

- Won't answer inbound call
- Won't connect via modem
- Won't connect via DTMF telephone
- Won't send alert calls
- Won't send status calls
- Doesn't answer on the correct ring
- Has a lot of call fail entries in history

Transient surge damage via Telco, power, or I/O interconnection.

Failures associated with digital and analog inputs, relay driver outputs, local VDT operation, power supply, etc are still usually repairable. However, due to the age of some of these units, environmental conditions may have degraded the PCBs to the point where they cannot be reliably repaired.

Technicians are urged to call us at 919-519-1828 prior to sending any classic unit in for repair. The revision of any unit can be found on the component side of the PCB near the power input connectors and should be ascertained, if possible, prior to calling us. The product serial number may be found on the rear panel sticker or handwritten on the PCB in ink.