The SandenVendo Company
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TECHNICAL SERVICES
ADVISORY MEMO

To: **Technical Support**

From: **Engineering**

Date: 7-29-16

Subject: Condensation in RSC controller
Remarks: ☒ For Your Review

This advisory memo addresses the possibility of water ingress in the electronic controller. Water in the controller w ill cause the unit to malfunction or the display not to work.

Models Affected:

RSC with the controller located in the middle of the unit inside the valence and produced between 12/1/2014 and 12/31 /2015 and the controller exhibiting one of the symptom listed below

Symptom:
The display in the controller shows garbled message, a blank display or the unit stops functioning.

Garbled RSC Display

Instructions: Follow these steps to confirm the controller failure is due to water ingress and orderupdate kit as needed.

CAUTION : Unplug the machine from the wall outlet.

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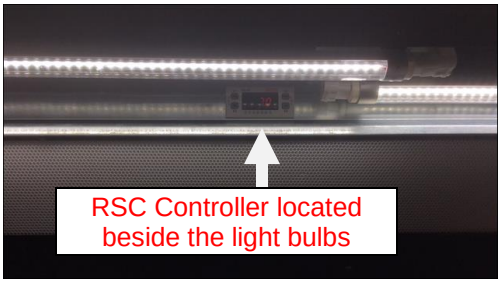
Step.1 Confirm the location of the RSC controller inside the valence.

Figure# 1 : Location of the controller



View from underneath the valence

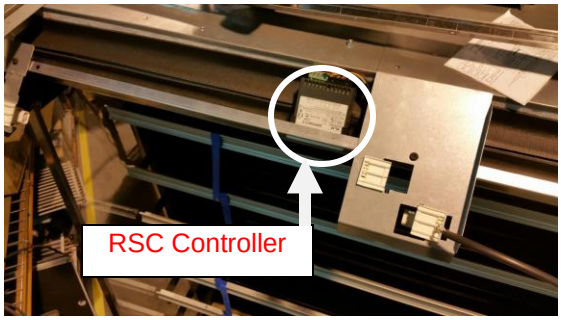
Step.2 Remove the valence screws as shown

Figure # 2 : Screws underneath

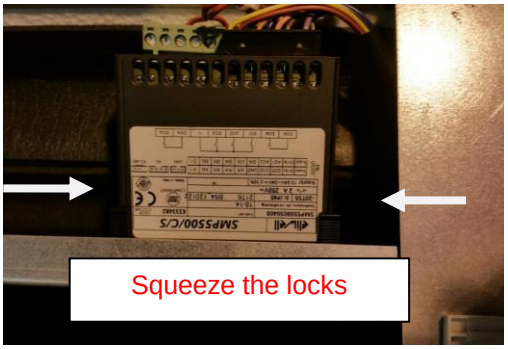
Left side

Right Side

Step.3 Remove the valence – locate the controller as shown



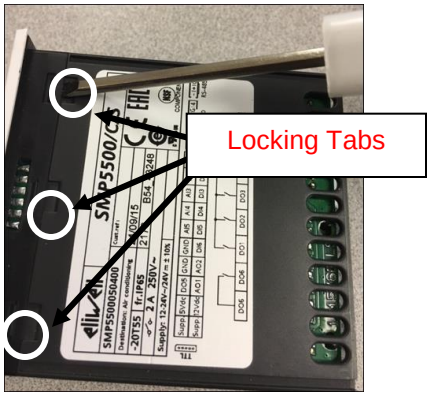
Step.4 Remove the Controller (Squeeze and Slide)



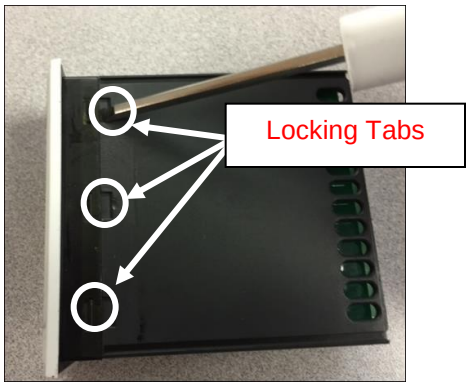
Step.5 Open the controller

Using a flat blade screwdriver , unlock the 6 locking tabs in the as shown

The front cover will come off.

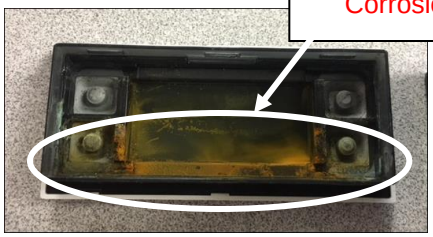


Top of the controller

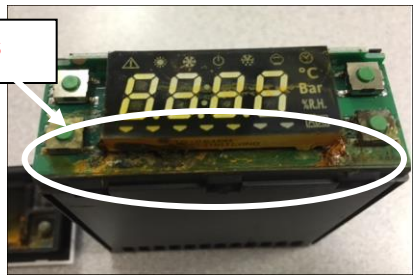


Bottom of the controller

Step.6 Check for evidence of corrosion along the lower edge of the PC board as shown.



Back view of Controller Front Cover



Controller Body

Step.7 If there are any signs of water deposits in the controller area then call SVA Technical Service for a <u>Kit # 1255142</u> to re-locate the controller @ 800-344-7216 ext 9935