

FIELD SERVICE BULLETIN

FSB# 098-41620-010

Date: October 28, 2004



2300 Orchard Parkway
 San Jose, CA 95131-1017
 Customer Assistance Center: 1-408-428-7907

System: XLi

Product Identity: XLi
Product Codes: 1510-602
 1510-652

Customer Service: 1-888-367-7966 (1-888-FOR-SYMM) Option 1, Option 3, toll-free in the USA
 1-408-428-7907 Option 1, Option 3, worldwide

XLi AC Power Supply Revision

The AC power supply (PN 088-012) for the XLi product line has undergone a revision change per ECO 2285 to meet the alarm requirements for dual power supply use. Under dual power supply use, previous revisions would not alert the user that power had changed from the primary to secondary supply. Revision A corrects this issue, so when power changes from primary to secondary, the alarm occurs and the customer is aware of the single supply situation.

For customers with XLi units that have dual AC power supplies, field replacement of power supplies is available, or units can be returned to the factory for power supply replacement/rework at no cost. Please contact technical support to order replacement supplies or set up an RMA, referencing this FSB number.

For customers with XLi units that have a single AC power supply, no action is needed at this time. If dual AC power is requested in the future, the original single supply can be replaced/reworked at that time at no cost. Please contact technical support if you have any questions.