

SmartTouch 720/725

OPERATORS: SLIDEDRIVER II - SD15, SD40, SD50F, SD80V, SD200V

DATE: 07/2024

SUBJECT: Sunlight & Heat Exposure Issues

SUBJECT DESCRIPTION: Some HySecurity customers are experiencing deformation of the Smart-Touch 725 controller plastics. This occurs under direct sunlight, generally around mid day and in high heat areas. The controller will visibly deform, rendering the buttons unusable. The operator remains functional and can still be accessed through the iOS or Android apps.



ISSUE PREVENTION:

To prevent issues, avoid leaving the electrical enclosure exposed to long durations of direct sunlight. This can be achieved by placing the metal cover back onto the slidedriver chassis. You may also use other means of covering the electrical enclosure as long as there is no functional interference of the wheels or the electric motor.

REPAIR SOLUTION:

Replace the SmartTouch 720 (MX5552) or SmartTouch 725 (MX5626) board.

WORK IN PROGRESS:

HySecurity is in the process of evaluating more heat resistant plastics as well as additional UV resistance.