

Technical Bulletin – SmartCNX™ Monitored Sensor Inputs

ISSUE: 10k monitored sensor inputs on some RevA SmartCNX controllers may disrupt gate function.

OPERATOR MODEL(S) AND EFFECTIVITY: SwingSmart™ CNX produced before 04/22/2020 and SlideSmart™ CNX produced before 04/22/2020.

ISSUE DATE: 04/23/2020

ISSUE DESCRIPTION:

A few customers have experienced problems where a correctly wired and operational 10k external entrapment sensor is preventing the gate from operating. This problem is intermittent and exacerbated by temperature extremes.

ISSUE SOLUTION:

Nice | HySecurity has upgraded firmware, H6.01, making it more reliable with 10k terminated external sensors. The operator maintains safety and UL325 compliance while decreasing the number of false trips preventing gate operation.

We recommend updating the firmware in applicable models to H6.01 to improve reliability.

For video instructions for upgrading the firmware, click the following link:

<https://support.hysecurity.com/hc/en-us/articles/360043205773-Video-How-To-Upgrade-the-Software-on-the-SmartCNX-Controller>

H6.01 FIRMWARE NOTES:

- INPUT3 has been disabled for use with monitored inputs, however:
 - SENSOR1, SENSOR2, INPUT1 and INPUT2 remain available and operational.
 - INPUT 3 will be re-enabled for use with external sensors in hardware revisions Rev C and upward.
- All monitored sensors MUST have their COM terminal wired to one of the COM connections near SENSOR1 and SENSOR2. (even when using INPUT1 and INPUT2 SIG terminals).
- Do not wire more than one monitored sensor to any SENSOR or INPUT terminal.

Contact Information:

Visit support.hysecurity.com for installation manuals, replacement part instructions, part diagrams and more. For HySecurity technical support, call: 253-201-2918.

Qualified Nice | HySecurity distributors are experienced and trained to assist in resolving installation problems. For the name of a qualified distributor near you, call Nice | HySecurity at 800-321-9947. *Before contacting your distributor or Nice | HySecurity Technical Support, obtain the serial number of your operator.