

Titan Actuator Wiring

PRODUCT: Titan 912 and 912L actuators

DATE: 05/27/2021

SUBJECT: Titan actuator wiring.

SUBJECT DESCRIPTION:

Some Titan 912 & 912L actuators were miswired by the manufacturer.

PROBLEM:

We have discovered that some TITAN actuators manufactured in 2021, and shipped from our facility after May 10, 2021, have the motor and/or limit wires reversed. This causes the motor to operate in the wrong direction with regards to the limits and instruction manuals.

FIELD/DISTRIBUTOR SOLUTION:

Correct the wiring on the terminal block that can be found near the limit adjust wheels. See Fig-1 and Fig-2 for examples of incorrect and correct wiring. Or you may return the actuator to Nice | HySecurity for a replacement.

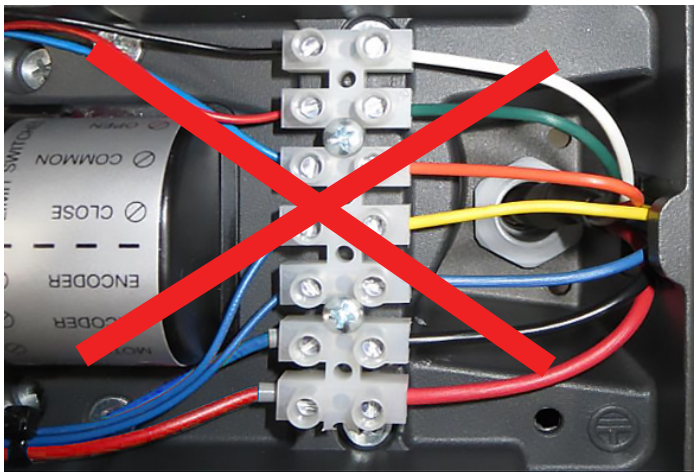


Fig-1: INCORRECT WIRING!

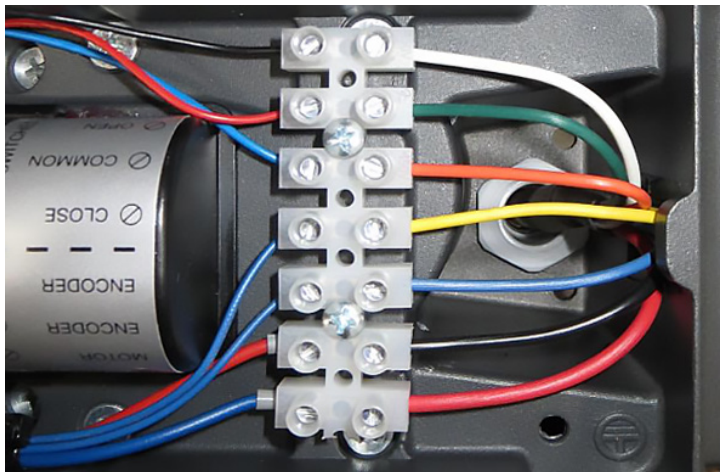


Fig-2: CORRECT WIRING

FACTORY SOLUTION:

We are retesting any stock to ensure correct wiring. Any actuators shipped after May 27 will be corrected. We are implementing standard quality assurance procedures to prevent this in future.

Thank you for your patience and support

Contact Information:

Visit <https://support.hysecurity.com/hc/en-us> for installation manuals, replacement part instructions, part diagrams and more. Qualified HySecurity distributors are experienced and trained to assist in resolving installation problems. For the name of a qualified distributor near you, call HySecurity at 800-321-9947. *Before contacting your distributor or HySecurity Technical Support, obtain the serial number of your operator.