

Identifying AC & DC Versions of MX000487/369 Power Supply

APPLIES TO: Part orders for MX000487 and MX000369 only (operators not affected)

DATE: 09/29/2021

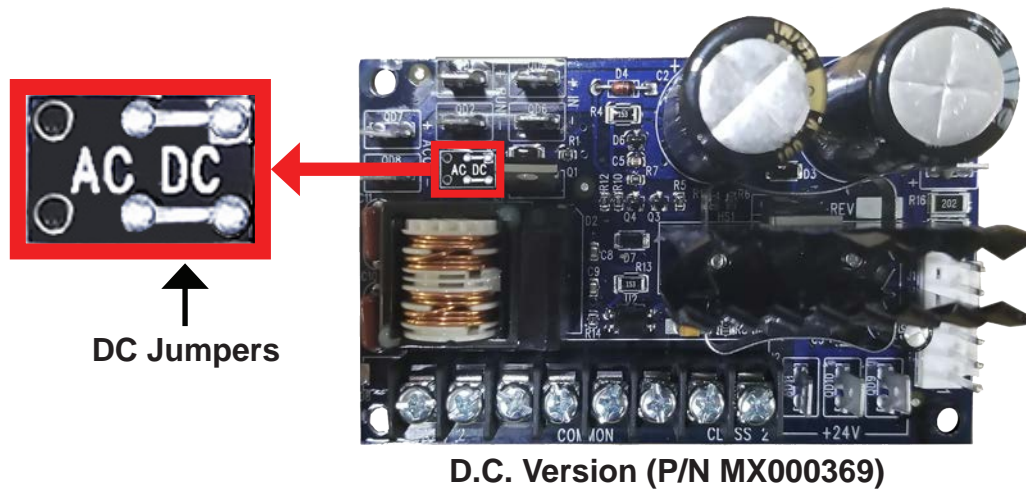
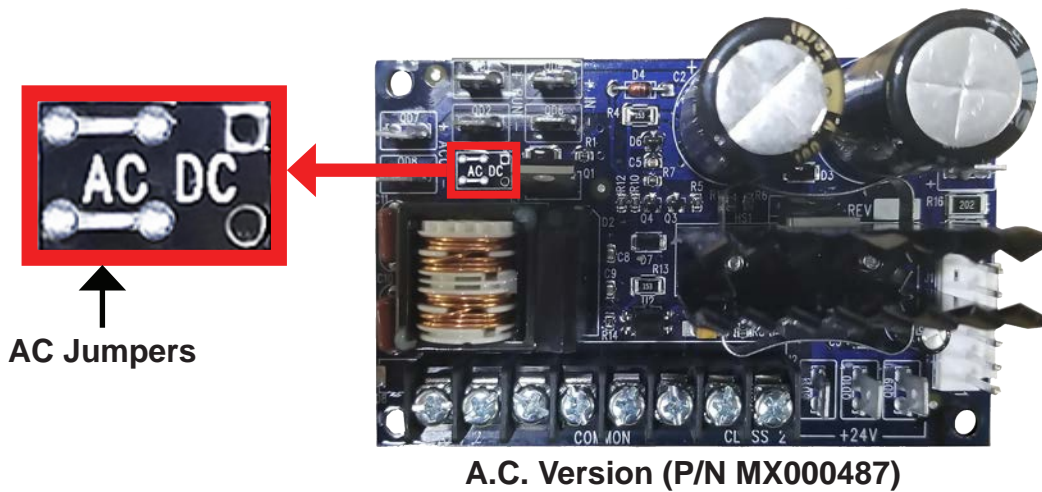
SUBJECT: Determine if power supply is an AC version (P/N MX000487) or DC version (P/N MX000369)

PROBLEM:

DC power supplies P/N MX000369 were shipped with incomplete or incorrect labeling. During the period starting October 2020 through September 2021, a printed label affixed to the circuit board that distinguishes between the AC and DC version of this component was omitted.

SOLUTION:

See images below to identify jumper placement that determines if board is AC version or DC version.



NOTICE

Both versions show part number MX000487 on the underside, but in the case of the DC version (MX000369) this is incorrect.

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.