

## Vanguard & 1050 Controller Over-drive Issue

**OPERATORS:** Vanguard Operator using 1050 Controller

**DATE:** 03/08/2022

**SUBJECT:** Vanguard/1050 Gate Over-drive Issues

**ISSUE DESCRIPTION:** Some customers are experiencing over-drive scenarios with Vanguard operators (Fig-1) when paired with 1050 controllers (Fig-3). Over-drive is when wind, or some other force, pushes a moving gate faster than the set speed. In extreme cases this has led to destruction of the 1050 controller.

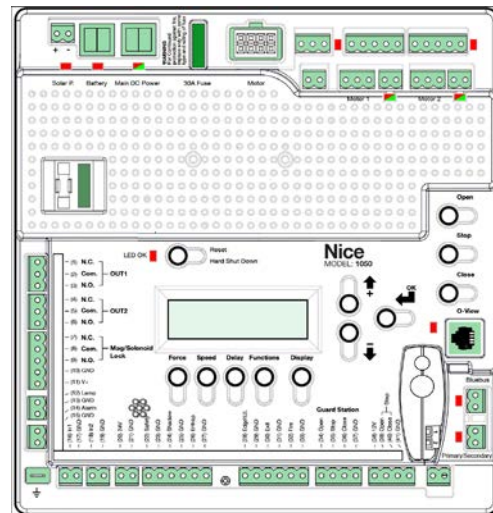
**RESOLUTION:** Ensure 1050 'Motor 12V' setting is set to 'ON' (Fig-4) when using a Vanguard operator/actuator.

**FURTHER INFORMATION:** Nice HySecurity's quality department has been tracking an elevated rate of returns on 1050 control boards over the last 12 months that had a very specific failure mode (Note: the failure rate was still well below industry standards). On 16/08/2021 firmware version 01.06.16 was released; one of the changes was to default the 'Motor 12V' setting to 'ON' to prevent this issue. We have not observed any over-drive caused failures when this setting was turned on. Check any replacement 1050 controllers are loaded with the most recent firmware version, and check the 'Motor 12V' setting is set to 'ON'.



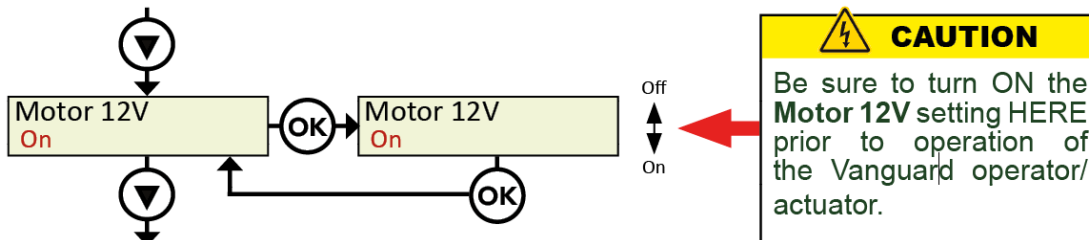
**Fig-1:**  
Vanguard  
CBOX35  
Operator

**Fig-2:** ABOX35 3501 Actuator



**Fig-3:** 1050 Controller

To access: Press **Function Button**, scroll to and select **Advanced Settings**, scroll to and select **Motor 12V**, use up/down arrow keys to switch to **ON**, then press **OK**.



**Fig-4:** 1050 Controller Motor 12V Setting Location

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.