

Mercury 310 Tactile Buttons Sticking

APPLIES TO: Mercury 310 Control Boards
(applies only to board with PCB serial numbers TSI21250250 to TSI21250490).

DATE: 11/19/2021

SUBJECT: Mercury 310 buttons sticking when depressed.

PROBLEM:

Some mercury control boards were shipped with a plastic enclosure revision that may impact the button function. If a board is impacted, the buttons will be more likely to become stuck in the depressed position. This is more noticeable on the left and right arrow buttons.

This will be more likely to happen if pressing the buttons harder than is required or during press-and-hold operations such as the learn limit procedure..

SYMPTOMS:

When trying to perform the learn limit procedure the actuator seems to begin moving when it shouldn't or acts erratically as if something is pressing the button. Additionally the tactile feel will no longer be present on the button that is latched.

SOLUTION:

Although the button could be corrected by opening the plastics, it is likely to occur again in the future. We recommend returning the product under warranty.

Additionally, if the Control Board serial number falls within the affected range, you may return the control board for a pro-active replacement. Unfortunately, due to global supply constraints, replacement times may be extended. Standard shipping rates will apply. See FIG-1 and note below to access the PCB serial number.

NOTICE

The PCB serial number for the Mercury 310 control boards can be found printed on a label affixed under the OXI radio module connector, and is accessed by removing the OXI slot cover or the OXI radio module (whichever is installed). See FIG-1.



FIG-1: Mercury 310 Control Board Serial Number 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.