



Phocus Array™ System

Technical Alert

Potential Moisture Ingress in FCI-3100X and XG via Seal

Part Number FCI-3100x-TA

Document Version/Revision Phocus Array System 1.A

7/28/2008

1 Revision Applicability

All Phocus Array System FCI-3100x hardware below serial number 20080100.
The software version is not relevant.

2 Description (Severity: High)

Some early Phocus Array Systems Model 3100X have experienced water egress. Over time the water ingress can accumulate sufficiently to short out the circuit boards causing catastrophic failure. This is a service interrupting fault condition.

2.1 Identifier

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2.2 Details

Several Phocus Array System units have exhibited failure of the weatherproof seal around the unit, allowing water to enter the device. This can cause corrosion and damage the electronics, eventually causing complete failure of the system.

The subject enclosures were all manufactured before May 1, 2008 and had serial numbers 2008099 and below.

Phocus Array Systems shipped after 5/1/2008 or serial number 20080100 and beyond are not affected. All recent RMAs (since May 1, 2008) have been refurbished using the latest manufacturing methods and are exempt from the suspect list.

2.3 Solutions, Work-arounds, Mitigations

Owners of Phocus Array Systems can take the follow actions to remedy the condition:

- 1) Contact your local reseller or if purchased directly from FCI contact FCI technical support for a Returned Material Authorization number (RMA #) and an advanced replacement system. Advanced replacements are scheduled two at a time. The advanced system may be exchanged for your current system. It is a factory tested, tuned, and fully refurbished unit that assumes the exchanged system warranty period.

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- 2) If there are over four units that are in the suspected serial number set, FCI may at its option send a factory technician to work with the customer to retrofit the case, inspect, test, and provide preventative maintenance on the units.

2.4 Warranty

Failure repair, advanced replacement, and/ or problem mitigation is provided to all customers at no charge regardless of current warranty status.

2.5 FCI Priority

Highest priority. FCI will send out notification to all authorized channel partners and proactively contact customers with known suspect units.