

Barco service bulletin

Serial Number: 1230

Date: 29/May/2015

Product: E2 Event Master Series

Priority code*: C

- A. "Must" modification, Barco will provide the necessary components to perform this modification at no charge.
- B. Improves the reliability of the product.
- C. Improves the general working conditions of the product.
- D. For information only.

General

This informational service notice, InfoT-1230, is for E2 (R9004698).

Phenomenon

1. Connect both E2 supplies to the same Uninterruptible Power Supply (UPS) to power on and operate the unit.
2. Disconnect the AC power from the UPS.
3. The E2 front panel display starts flashing, and videos take hits.
4. To recover from this condition you must disconnect the E2 from AC power, reconnect and reboot the unit.

Cause

1. In order to protect the E2 electronics and ensure the long lifetime our customers have come to expect from Barco ImagePROcessing, the E2 will sense when the AC power is lost and will gracefully shut down its electronic circuits.
2. A lot of inexpensive UPS don't live up to their name (uninterruptible). Most likely these types of 'UPS' will be referred to as SPS (standby power supply). When the AC power is lost they do cause a momentary drop in supply. The E2 electronics sense the interruption and initiate a proper shutdown sequence.
3. During the shutdown sequence the power is restored after the momentary interruption and puts the E2 electronic circuits in a bad state. Only full power down and power up recovers the unit from this condition.

Solution

1. To ensure proper operation of the E2 with UPS make sure to fully utilize the redundant power supplies the unit is equipped with. Connect each power supply to a different AC circuit or UPS. This will minimize the chance that power will be lost from the two AC circuits at the same exact moment.
2. Invest in a True UPS that does not interrupt power during the switchover period from the AC external power to the internal battery power. This type of operation that maintains uninterruptible supply may be referred to as "double conversion online". Barco has tested and recommends APC model SURTA 1500XL (APC 120V/1500VA Smart-UPS On-Line) for USA. Customers in other regions are advised to select an appropriate model based on their AC voltage ratings.