



# Attention: Product Recall, Action Required!

Teletronics' PoE adapters with surge protection (Part numbers 17-105 and 17-106), pictured on the right are being recalled. The scope of this recall will impact only the units shipped between April 2005 and April 2006. Please note there is no immediate hazard or threat to your equipment; however, certain units of a particular batch have been found to degrade performance in certain conditions. As such, Teletronics has decided to recall these units as a pre-emptive quality and safety measure.



17-105



17-106

## Cause and Effect

Each adapter contains components designed to protect your equipment in the event of an electrical occurrence and has proven itself immensely successful in doing so. However, a certain batch has been shipped by our manufacturing facility containing some units that have shown the possibility of a mechanical/electrical shortage. Some of these defective units have proven to cause erratic system behavior and even system shut-down. Fortunately, this mechanical/electrical shortage is easy to rectify by the end-user, requiring only basic hand tools. Optionally, the PoE unit can be replaced, after a quick verification process, at no charge. The following process will guide you through the verification procedure to determine if repair or replacement is appropriate. If you do not feel comfortable performing this verification procedure, you may contact [PoE@teletronics.com](mailto:PoE@teletronics.com) for an immediate replacement.

## Tools and materials necessary for Verification:

#2 Phillips Screwdriver

## Process:

1. Carefully place the PoE module face down on a solid work surface, with mounting holes pointing up and ground lug on the bottom left-hand side. (All cables are to be removed from the unit prior to removing any screws to prevent an electrical shock.)
2. Using a #2 Phillips Screwdriver, completely remove the three self-tapping screws. (Figure 1)
3. Once screws are removed, simply lift off the rear plate and set it aside. (Figure 2)
4. Following Figure 3 and Figure 4 as a guide; determine if the three components indicated have sufficient separation or not.
5. Contact [PoE@teletronics.com](mailto:PoE@teletronics.com) if your PoE module exhibits the issue shown in Figure 3. If your PoE unit is similar to the unit in Figure 4, it is ok to re-assemble and return to service.



Figure 1



Figure 2



Figure 3: These 3 components do not have sufficient clearance.

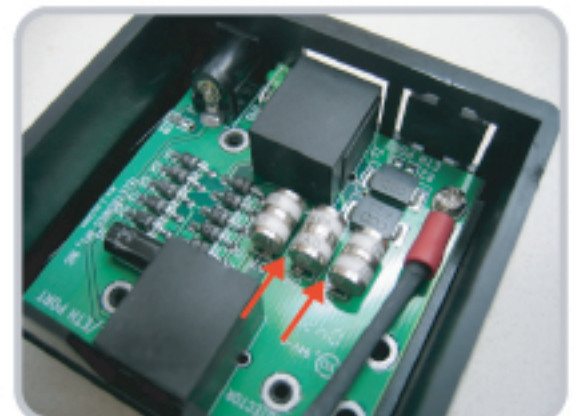


Figure 4: These 3 components are acceptable.



**TELETRONICS**  
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*Focusing On Your Needs*

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## Options

In the event you have a defective unit, there are two options available. (Either option has no cost to you.)

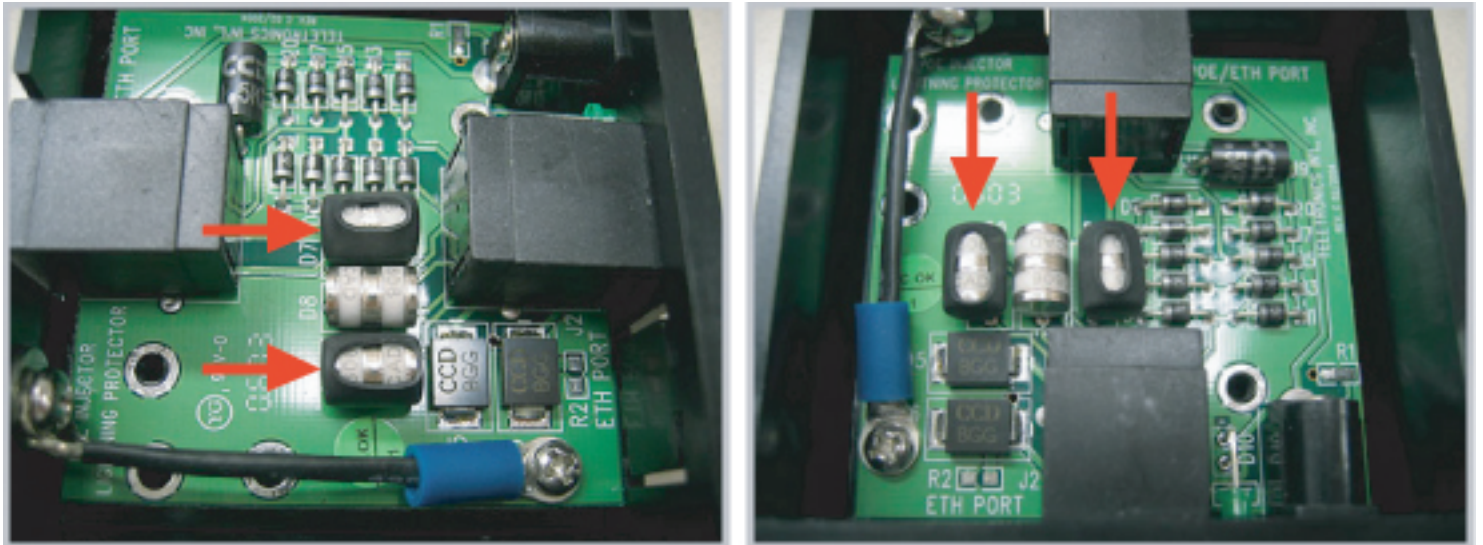
### Option 1:

Teletronics will gladly send you an immediate replacement PoE module with revised hardware, in exchange for the defective PoE module. (The defective module must be returned to Teletronics after replacement unit is installed by customer.) OR

### Option 2:

PoE module repair kit with instructions will be sent to you to perform a retrofit. (Beneficial if you do not want to ship defective units back to us, or if you would like to perform repairs at your convenience.)

The repair kit contains pieces of double-walled heat-shrinkable tubing, custom-fit to remedy the mechanical/electrical shortage. Installation is simple and will only require a heat-gun or similar device to heat the tubing past 175-degrees F. The pieces simply slide between the 3 components after you gently separate the two outer-most “barrels.” (See [Figure 5](#) below) Apply heat to shrink the tubing, then activate the adhesive lining, re-install the rear plate...and you’re done. Generally, the repair will take under 5 minutes and can be done on-site. (Detailed instructions are included with the kit for more information.)



**Figure 5: Install two pieces of assembled heat shrinkable tubing to the two outermost barrels.**

## Questions & Comments:

Teletronics is committed to manufacturing quality products and providing technical assistance to our loyal customers.

If you have read this notice and have any questions regarding your Teletronics PoE, please visit our website [www.teletronics.com](http://www.teletronics.com) and follow the links to the support page or contact us directly via [PoE@teletronics.com](mailto:PoE@teletronics.com).

**We apologize for any inconvenience.**

**Thank you!**