

**Customer Advice Note**

**CAN #161**

**Galaxy RIO**

**C072, C078, A158-B**

**Jumper Settings**

**Date: April / 2022**

## Introduction

This Customer Advice Note details an issue with the Galaxy RIO Jumpers.

A number of Galaxy RIO's have shipped with the jumpers **LK2** and **LK4** open on the PCB.

## Products Affected

C072, C078, A158-B

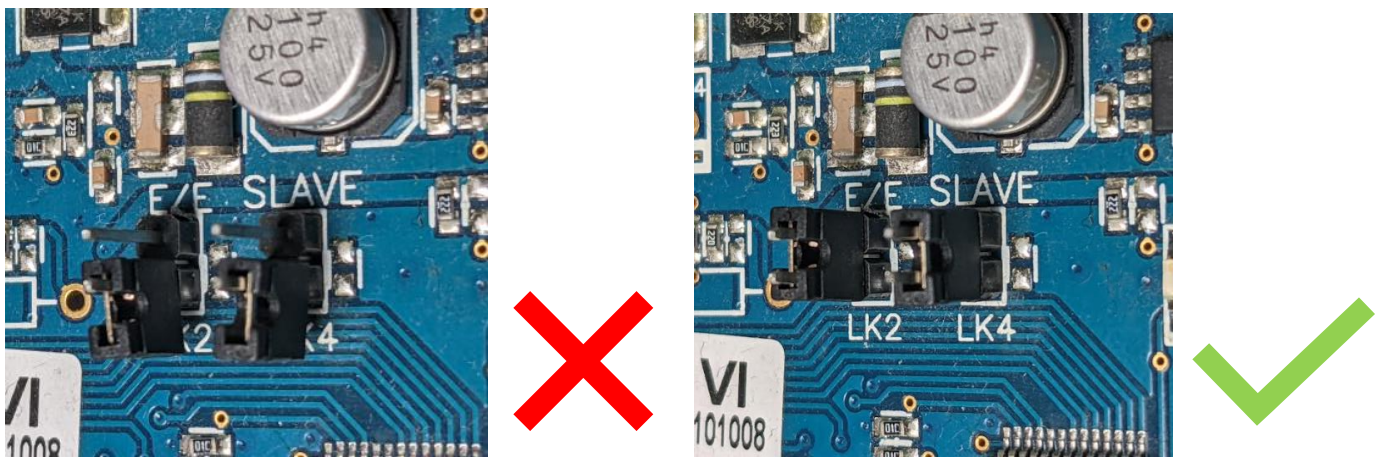
## Identification

Product manufactured during 2021, 2022 is affected.

## Attention: Resolution

Remove the Galaxy RIO unit from the cardboard packaging. (Retain any fixings)

Locate the **LK2** and **LK4** Jumper terminals on the PCB. These Jumpers should be in a closed position.



Please fit 2 Jumper links to close **LK2** and **LK4** as per picture above.

When LK2 and LK4 are removed the RIO is configured for a standalone feature which is not compatible with connection to a Galaxy control unit. Enrolment of RIO in this configuration results in the zones being unresponsive.

**NOTE: If RIO is added to the system please remove from the RS485 and re-add with Jumpers pre-fitted.**

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**Impact**

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