Customer Advice Note
CAN #150

Galaxy Rio C072

Date: October/2021

Introduction

This Customer Advice Note details an issue with the Galaxy RIO **(C072)**.

A small number of the Galaxy RIO **(C072)** have shipped with wrong firmware programmed and will not register to the RS485 data line on Galaxy Dimension.

Note: Affected RIO **(C072)** will still work on Galaxy Flex v3.18 or above.

Products Affected

C072

Identification

All affected products were manufactured during August, September and October 2021 and can be identified via date code on the box or on the RIO plastics.

Date code on RIO plastics.

Attention: Resolution

Please return any affected product via the normal warranty returns process.

Contact

For further enquires contact Technical Support, your local Sales Representative or alternatively visit the self-service portal below.

Self Service Tech Support Portal
https://honeywelldiscovertraining.com/default.asp

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Impact

Hardware	y
Reporting	n
Standards and Legislation	n
Part Numbers Affected	y

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	n
Programming	n