

**Customer Advice Note  
CAN #154**

**Galaxy Dimension  
Battery Start Up Jumper LK4**

**Date: December/2021**

## Introduction

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

A number of the Galaxy Dimension panels have shipped with the jumper **LK4 (Battery Start Up)** closed on the PCB.

## Products Affected

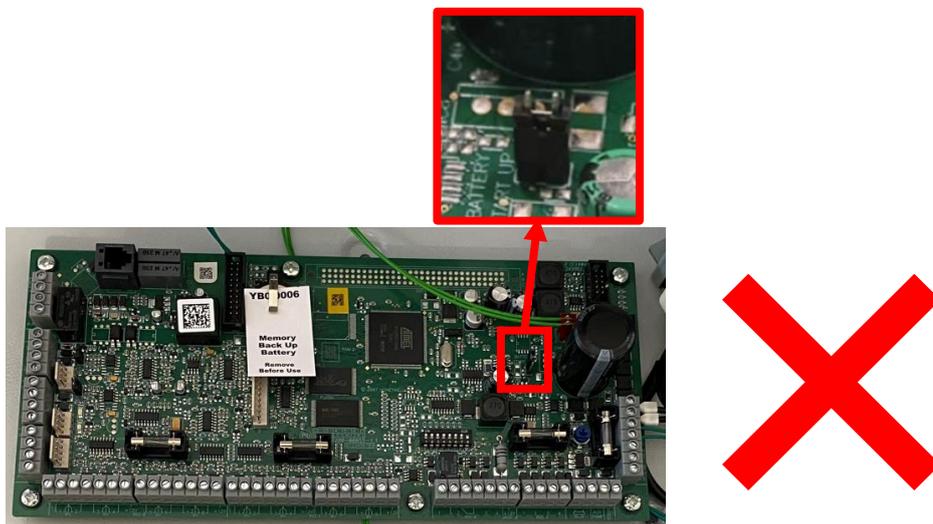
Galaxy Dimension Range GD - 48, 96,264 and 520

## Identification

Only product manufactured during 2021 is affected.

## Attention: Resolution

Locate the **LK4 (Battery Start Up)** Jumper on the PCB. This Jumper should be in an **Open** position.



Please make sure jumper **LK4** is in an open position as per picture above.

When LK4 is in the closed position the system can be powered up via the standby Battery if there is no AC power.

**NOTE:**

For further enquires contact Technical support or your local sales representative.

**UK**

**E-mail:** [hsguktechsupport@honeywell.com](mailto:hsguktechsupport@honeywell.com)

**Tel:** +44 1 344 238 266

**Netherlands**

**E-mail:** [hsgnltechsupport@honeywell.com](mailto:hsgnltechsupport@honeywell.com)

**Tel:** +31 108 080 688

**France**

**E-mail:** [hsgfrtechsupport@honeywell.com](mailto:hsgfrtechsupport@honeywell.com)

**Tel:** +33 3 66 88 01 42

**Spain**

**E-mail:** [hsgestechsupport@honeywell.com](mailto:hsgestechsupport@honeywell.com)

**Tel:** +34 911 238 038

**Italy**

**E-mail:** [hsgitechsupport@honeywell.com](mailto:hsgitechsupport@honeywell.com)

**Tel:** +39 0399 301 301

**Eastern Europe**

**E-mail:** [securityacademy@honeywell.com](mailto:securityacademy@honeywell.com)

**Pacific**

**E-mail:** [HBTPacificSecuritySupport@Honeywell.com](mailto:HBTPacificSecuritySupport@Honeywell.com)

**Tel:** Australia: 1800 220 345 option 2

New Zealand: 0800 220 345 option 2

**Nordics**

**E-mail:** [hsgnortechsupport@honeywell.com](mailto:hsgnortechsupport@honeywell.com)

**Tel:** Norway: +47 80 05 44 68

Sweden +46 20 16 04 71

Denmark +45 80 81 03 15

Finland +441928378005

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

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	n
Programming	n