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Date: Monday, 12<sup>th</sup> March 2012

**Product Family: UC32xx main plant controller.  
Issue: Possible degradation of an electrolytic Capacitor  
on controllers manufactured pre-2009**

Dear Finn,

This letter is intended for the small number of customers who have been experiencing the above issue. The issue tends to be site specific. The overall failure rate remains very low and only affects products with a manufacture date older than February 2009. As part of a design change implemented in March 2009, this component was changed to a new technology component that was not available when the product was originally designed. We can therefore reassure Customers that this issue does not arise on any product shipped since that design change.

All products returned for upgrade have routinely had this capacitor changed. Cylon commissioned two independent Test Laboratories to carry out tests on our behalf; those tests confirm that the new design is immune to this issue.

Over the last few months Cylon has been extensively investigating the reason why a small electrolytic capacitor deteriorates when exposed to high temperatures for an extended period of time. We have found that the electrolyte inside the capacitor deteriorates at high temperatures and can eventually fail.

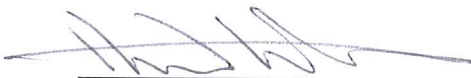
The fault typically manifests when the accuracy of the inputs and outputs degrade outside of tolerances.

In order to minimise the possibility of degradation of the component, it is recommended that you ensure adequate ventilation of the controllers and of the enclosures in which the controllers are housed.

All of the controllers, which have been returned to Cylon with this issue, are a number of years outside the warranty period, however, for this particular failure mode we are putting a facility in place to issue a number of refurbished controllers to the System Integrators to allow them to replace product found to be outside tolerances. Please contact your account manager to discuss the situation.

*This communication is intended to clarify this specific issue for affected customers underline its limited occurrence and reassure those Customers of the inherent reliability of Cylon Controls' entire product portfolio.*

Yours sincerely;



Howard Wilson  
Business Development Manager - Ireland

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