MCCOOL CONTROLS & ENGINEERING LTD.

HEAD OFFICE
UNIT 12, DOCKLANDS INNOVATION PARK,
EAST WALL ROAD, DUBLIN 3, IRELAND.
T. +353 (0)1 8550542
F. +353 (0)1 8550546
E. mail@mccoolcontrols.ie
W. www.mccoolcontrols.ie

MUNSTER OFFICE
UNIT 10, ASHDALE HOUSE,
BLARNEY, CO. CORK, IRELAND.
T. +353 (0)21 4382055
F. +353 (0)21 4382348
E. mail@mccoolcontrols.ie
W. www.mccoolcontrols.ie

xx/xx/13

xxxx

Attn: Mr. xxxxxx

Re: Widespread failure of Cylon Product

Dear Sir/Madam,

As you may be aware there have been extensive failures of the Cylon range of products in both Ireland and the UK. We are informed by Cylon that the problem occurs mainly on controllers made up to and including 2009 when apparently the problem was diagnosed (faulty capacitor) although this was only communicated to the market in 2012.

The problem relates to any Programmable I/O controllers (UC32.8, UC32.12, UC32.16 and UC32.24). It typically manifests itself as outputs sporadically, and then permanently going, to 10V. This can also occur on inputs too. A consequence of this can often be chattering of Relays and contactors. The problem is more prevalent in warmer environments although it has occurred in all environments.

Cylon have now put in place a procedure to deal with problem sites. They will supply refurbished defective controllers at lower price than a new controller. These repaired defective controllers will be supplied to a site with a failure(s) and used to replace the problem item. The problem item(s) will then be returned for repair and recycling to another customer.

McCool Controls are sorry to have to inform you of this and regret the fact that we unwittingly passed on a product (the Market Leader) that has a relatively low lifespan when compared with its rivals. The failures typically occur outside of warranty so we can only work within the limits of the resolution process provided by Cylon.

Please see comparison table on page 2 listing your options as we view them.

Whiles there have been other more recent reported problems with the UC32 communications controllers, there is no formal procedure in place for this and it does not appear to be as widespread. This will not be relevant to older sites (pre 2010 approximately).

I understand that this is unexpected and perhaps difficult to understand so I would be happy to organise for a MC3E rep to call to you free of charge to discuss the matter if you so desire.

If you have any questions, please call me at (01)-855 0542.

Yours Sincerely,

_____

Eoin McCool,
McCool Controls & Engineering ltd.

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Remedial Work Options for sites with Faulty Cylon Product

Option	Description	Advantages	Disadvantages
1	Replace the existing Controllers with repaired 2nd hand Controllers (Cylon Proposal) individually as they fail	o Minimises initial spend o Allows costs to be spread over a period of time (assuming controllers last)	o Increased unplanned downtime with associated costs and disruption o Higher long term capital costs due to the emergency nature of the works. o Only 3 Month Warranty o Has the controller other faulty components or other potential faults? o What stresses did it suffer on its previous site? o Rewarding Manufacturer for poor quality product.
2	Replace the existing Controllers with repaired 2nd hand Controllers (Cylon Proposal) in one go.	o Low Capital Cost (relatively Speaking) o Existing Software can be reused o Ease of physical installation	o Only 3 Month Warranty o Has the controller other faulty components or other potential faults? o What stresses did it suffer on its previous site? o Rewarding Manufacturer for poor quality product.
3	Replace the existing Controllers with new Cylon Controllers	o 18 Month Warranty o Existing Software can be reused o Ease of physical installation	o Higher Capital Cost o Providing High value reward to Manufacturer for poor quality product. o Doubt over long-term stability and quality of the product
1	Upgrade to another System – For example Elesta Controls	o 24 Month Warranty o Compact Design suited to retrofitting o Increased Reliability – Lower Maintenance costs o Minimum down time as plant can be kept going in “hand” during changeover o Future Proof system with BACnet, Modbus and M-Bus all built into controller **as standard** o Webbased Software **as standard** allowing remote access from any PC o Panel Mounted Graphical interfaces o Override dials available for Outputs – excellent maintenance feature o Controllers available with combined I/O and Ethernet technology for low cost system expansion o Peace of Mind – German Made – **Ultra Reliable** o Not prone to software or Global point problems	o Highest Capital Cost as software has to be written in full and more work involved in panel mods.