

MVP5000 Series Battery Replacement Program (20091214)

Frequently Asked Questions

What models are affected by this announcement?

All MVP 5000 Series Wireless Touch Panels (5100, 5150, 5200i) shipped prior to October 26, 2009.

Is this a recall?

Yes, in conjunction with the U.S. Consumer Product Safety Commission, AMX is announcing a recall and replacement program for the rechargeable batteries in the 5000 Series (5100, 5150, 5200i) Wireless Touch Panels. This is a "Required and Mandatory" recall for all AMX Dealers and Distributors.

How do I identify if the unit I have needs to be replaced or repaired?

This recall applies to **all** panels shipped before October 26th 2009, including any panel returned and replaced for any earlier-reported battery issues such as the "deep discharge" condition that was addressed in our prior communication dated July 1, 2009.

Swollen batteries are best identified from a bulging of the rear casing or separation of the casing from the metal trim ring, or from seeing a haloing effect of images on the panel display.

BUT I have already done this upgrade?

This recall applies to **all** panels shipped before October 26th 2009 including any panel returned and replaced for other battery related issues such as the "deep discharge" condition first reported on July 1, 2009.

How can I be confident that this will be the last action needed to eliminate the risk of an overheating battery?

Batteries replaced under this recall program will be sourced from a new manufacturer, which we understand should effectively eliminate the risk of overheating related to the issues identified in the current battery. This new battery also already includes all of the appropriate deep discharge and over charge circuitry required, which was the first problem identified with the initial battery replacement program.

Is there any danger?

AMX has learned that these batteries can overheat, which could pose a risk of fire. Other than swelling of the battery pack, bulging of the touch panel enclosure, or distortion of the display -- all of which are signs that the battery should be replaced immediately -- there is no way to determine from a visual examination which batteries are subject to this thermal risk. AMX thus has determined to replace ALL battery packs at no cost with battery packs from a different manufacturer. AMX is proactively taking this action as part of our commitment to provide the highest quality of service to our customers and our distributors.

How do I identify if the unit needs to have the battery replaced?

AMX has made firmware version v2.66.18 for the 5000 Series (5100, 5150, 5200i) Wireless Touch Panels available for download. This version of the firmware is required to identify the battery pack type currently installed in the unit. You should make sure you have the most recent firmware downloaded on the unit to use this process. On the setup pages under Battery Settings, the Battery Type is reported.

Battery packs needing replacement will report either a type "XPX5000B" or a type "2". The new battery pack will report as a type "3".

How do I replace a battery?

AMX will replace all battery packs with a new battery pack from a different manufacturer. All touch panels will require a firmware upgrade to support the new battery pack. There are 3 options to choose from to get the battery pack replaced:

5000 Series RMA Process Replacement Process Options:

1. Battery Pack Replacement Kit: AMX will send a new Battery Pack Replacement Kit which will include a battery pack attached to a back housing specific to the panel being upgraded. Instructions for replacing the battery pack / back housing can be found below.
<http://www.amx.com/techdocs/MVP5x.BatteryReplacementKit.InstallationGuide.pdf>
2. Rapid Repair: Return an affected touch panel to AMX by overnight freight. AMX will replace the battery pack and return the unit by overnight freight. Do not send by commercial airlines such as United Cargo. Use freight carriers such as Federal Express, Flying Tigers, UPS, DHL, or another freight carrier. In most cases, you will have the unit back within 48 hours, although in some situations, customs and other processes not under our control might extend that. Touch panels returned under this option will NOT require the dealer to reprogram the unit before being put back into service.
3. Advanced Exchange: Request a factory refurbished touch panel in advance. Once this unit is swapped for the existing unit, return the original unit to AMX. In this instance, the dealer will need to program the replacement touch panel to operate in place of the existing panel. Dealers need to discharge the touch panel before returning to AMX for Advanced Exchange.

What do I do with new units in inventory?

If you or your customers have any new inventory in stock (touch panels and/or batteries), please do not ship these touch panels or batteries to end users; instead, please return them to AMX for new replacements through the regular RMA process.

How quickly must I return the panel to AMX under the advanced replacement option?

You must return the panel back to AMX promptly once you receive the replacement panel. We will provide you with a pre-paid return label via email.

How do I obtain a RMA?

Please contact AMX Technical Support to begin the upgrade process by calling 800.222.0193 option 8, referencing XPX5000B.

Who is paying for the freight charges?

AMX will pay all freight charges as part of the RMA process.

What is the warranty on the replacement battery?

AMX will restart the warranty on all 5000 Series (5100, 5150, 5200i) wireless touch panels covered by this announcement and shipped prior to October 26th, 2009 upon return of the old battery to AMX.

Do I need to return the panel even if it is constantly charged and does not currently exhibit the issue?

All panels in the 5000 Series shipped prior to October 26th, 2009 must have the battery packs replaced. AMX has learned that these batteries can overheat, which could pose a risk of fire. Other than swelling of the battery pack, bulging of the touch panel enclosure, or distortion of the display -- all of which are signs that the battery should be replaced immediately --, there is no way to determine from a visual examination which batteries are subject to this thermal risk.

Can I return the panel to AMX via Air Freight?

Yes. Any panel or battery pack being shipped to AMX MUST be discharged before shipping.

How are panel batteries discharged?

Consult TechNote #912 located at <http://amx.com/techsupport/techNote.asp?id=912> (user must login to amx.com)