

# announcement



## Quality alert: Improperly assembled JACE 8000 LON expansions

Tridium has identified an assembly issue affecting a limited number of JACE® 8000 LON expansions.

The PCBs within some NPB-8000-LON units with date codes 1634 through 1642 have not been properly snapped into place, preventing the JACE from establishing communication with the LON network.

*Sample message: ERROR [timestamp][lon1] Error initializing LonNetwork*

### **Tridium will replace all affected units.**

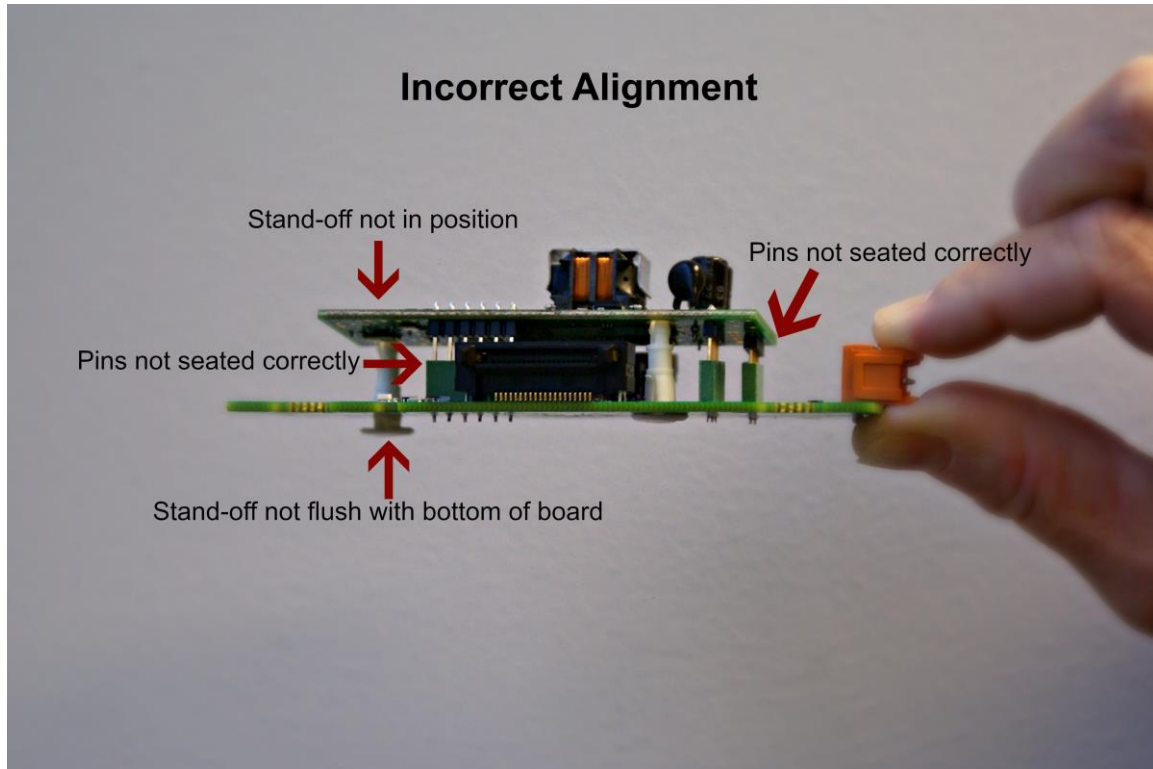
This is a known issue, so you don't need to contact tech support. If you have an affected unit, please take the following steps to return it and receive a replacement:

- [Click to download the RMA form](#)
- Complete the RMA form and email to [support@tridium.com](mailto:support@tridium.com)
- Follow the shipping instructions provided on the RMA form

You will receive a replacement after your RMA is evaluated.

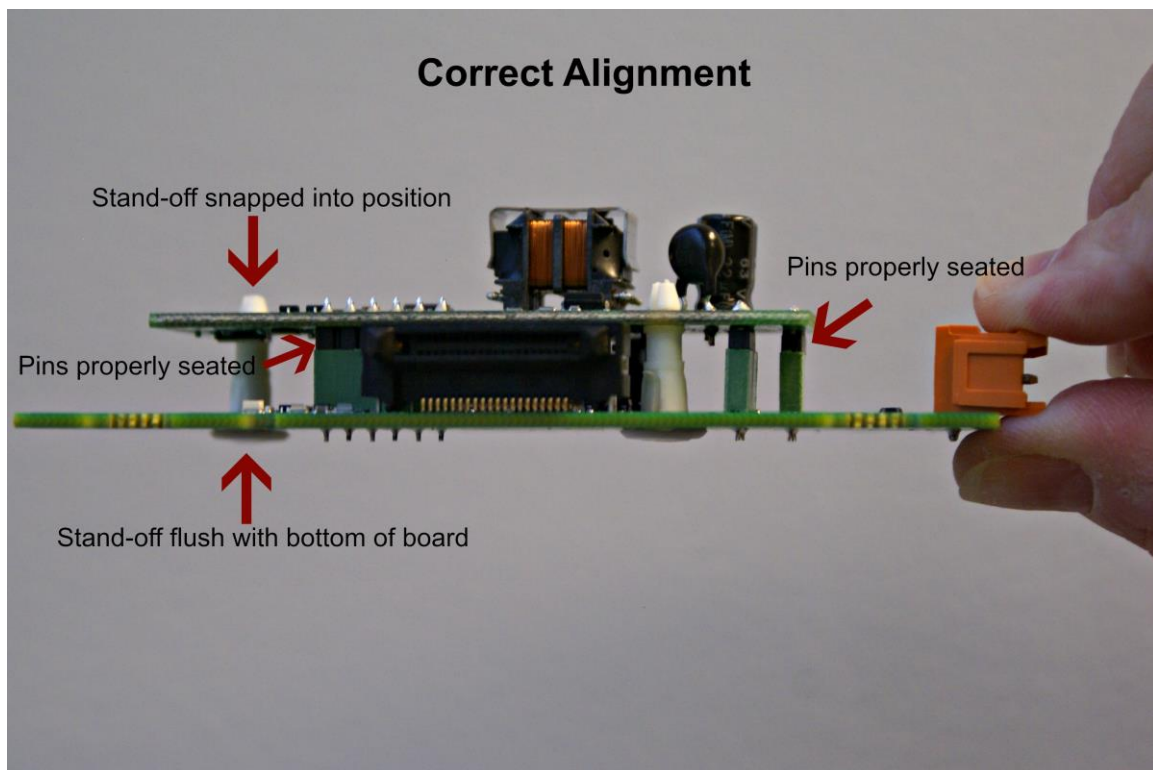
Affected units will have the physical characteristics pictured below:

## Incorrect Alignment



Unaffected units will have the physical characteristics pictured below:

## Correct Alignment



Please let us know if you have any questions or need further assistance during the returns process.

We apologize for the inconvenience and appreciate your business.

**DISCOVER. CONNECT. ACHIEVE.**

niagara marketplace    niagara community    tridium university

#### **ABOUT US**

For more than 15 years, Tridium has led the world in business application frameworks — advancing truly open environments that harness the power of the Internet of Things. Our products allow diverse monitoring, control and automation systems to communicate and collaborate in buildings, data centers, manufacturing systems, smart cities and more. We create smarter, safer and more efficient enterprises and communities — bringing intelligence and connectivity to the network edge and back.

[vykon.com](http://vykon.com)

If you no longer wish to receive email from Tridium, click here: [Unsubscribe](#)

© 2016 Tridium Inc.

