

24V Minutes Timer Field Issues

Over the past week Lubecore has noticed issues with 10.307 24V Minutes Timers. It appears that some timers are not responding properly to magnetic programming. We have observed two instances where the pump timer continually runs through the programming menu, switching from one bar to two bars and on through to duty cycle and repeats this continuously. Holding the magnet against the programming location will not stop this cycle. We are sending this communication to inform you of a possible field issue. We are currently working to correct the issue but have not yet found the root cause. At this stage of our investigation, we are not yet able to propose a resolution or project a resolution date. We will keep you informed of our progress. If you experience this issue in the field, we are asking for your feedback. Information on the make and model of the machine, voltage output of the machine, location of the pump or any other installation details you may be able to provide would be helpful.