

## Service Bulletin

**Number:** 1734

**Date Issued:** 9-25-14

**Product Affected:** *StealthStat*

**Reason For Bulletin:** *Battery Chargers not Charging*

**Serial Numbers:** *Battery chargers shipped with StealthStat product between August 2013 and July 2014. (Those battery chargers that have "CA" tagged onto the end of the model number.)*

**Reference SCO:** n/a

### Description:

#### Reason for Change:

TSS received a call from a customer who recently had purchased a StealthStat and the batteries would not power the system, even though the charger was telling them the batteries were charged.

#### Background/Cause:

TSS had the customer replace the batteries. The new batteries worked for a short period of time, and then they too went dead. They sent the batteries and chargers back into KSI for us to check out. What we found: Part number 015-0529-03 is the battery charger. Our print says it is a Schumacher Automatic Battery Charger/Maintainer. The model number is SE-1-12S. The voltage out is 12 volts. We have several older chargers of this model and those will charge the battery up to 12 volts. The battery charger that is being sent and in stock at present is a SE-1-12S-CA. This charger is a 6/12 volt (California model) which automatically determines if it is a 6 volt battery or a 12 volt battery. By our measurements this morning, if the battery voltage is less than 8.69 volts, this charger believes it is a 6 volt battery and only charges it to 6V, then, shuts off and says the battery is charged. If the battery is above this voltage, it determines it is a 12 volt battery and will charge it to 12 volts. In order for us to get this 6/12 volt charger to fully charge the battery, we had to continually plug and unplug the charger to recognize the voltage so it would finally think it was a 12 volt battery.

#### Solution:

If a customer is having battery charging issues with their StealthStat, have them check the model of the Battery Charger. If it is one of the chargers with a "CA" at the end of the model number, then it needs to be replaced. (See attached photos below.)

**Technical Details:** n/a



### Removal/Installation Procedure:

- 1) Have the customer remove the old battery charger and return to KSI for replacement.

Owner: D. Gaskins

Customer Service: TSS

Field Service: n/a