

A-Series, Z-Series, and EL-Series servers

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BACKGROUND

Exacq Technologies has identified a potential risk of electrical short circuit in some exacqVision A-Series, Z-Series, and EL-Series servers manufactured between August 2011 and November 2012.

The affected item is the SATA power connector which delivers low voltage power to optical drives in all systems, and to hard disk drives and/or video capture boards in some systems. In the case of a short in the connector, the plastic connector housing can melt and the system will not operate until repaired; thus, video will not be recorded after the time of failure until the repair is made. Also, damage may occur to the optical drive, hard drive, or video capture board to which the connector is mated.

SOLUTION

To receive replacement SATA power cable(s) which do not have the same susceptibility to electrical short, please visit <https://exacq.com/servicebulletin/sata2013>. Installing the new cables in your exacqVision system should take no more than 10 minutes for an experienced computer technician. Instructions are available here: <https://exacq.com/kb/?kbid=2611>

If you would prefer not to perform this service yourself, please contact our Technical Support department at <https://exacq.com/support/emailform>, put *SATA connector* in the *Existing Case* field and fill in the *Serial Number* field with the serial number of your system. The support technician will arrange for an RMA which will allow you to return the system to Exacq at your expense. The system will be repaired within one business day and returned at Exacq's expense via the same shipping method by which it arrived.

If you no longer service the system(s) identified, please visit <https://exacq.com/servicebulletin/sata2013> and check the box next to that system.

If you have any questions regarding this Technical Advisory Bulletin, please contact Exacq Technical Support at: 317-845-5710, option 2

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