Model 7872 Graphic Keypads

March 2013

Hardware Update

Effective March 5, 2013, all 7872 Graphic Keypads are being manufactured and shipped with updated hardware.

Updated Hardware

Some 7872 Graphic Keypads have experienced a restart of the processor during bench testing. The 7872 Graphic Keypad hardware has been updated to prevent this from occurring when the back of the housing was handled by the technician. This issue has not been reported to occur once the keypad was mounted to the wall. This issue does not occur with the Model 7873 Graphic Keypad. Only keypads that have exhibited this issue should be returned to receive updated hardware.

Receiving New Hardware

To determine if a keypad should be updated, refer to the Date Code label on the back of the PCB. If the number is less than 3741156 the keypad has not received the updated hardware. Return the 7872 Graphic Keypad to DMP and simply indicate "Update to Latest Hardware Level" on the 5-digit RMA tag. The update will be done as a Warranty Repair at no charge, regardless of when the keypad was purchased. If a 7800 Series Graphic Keypad is returned for other repair needs, this update will be automatically performed as standard repair procedure. After the keypad has been updated an indication will be added to the back of the PCB.
 If you need RMA tags, contact DMP Customer Service at 1-800-641-4282.

Date Code label

Label added after update