

PRODUCT LINE: INTRUSION

PRODUCT: SPC

MODEL: SPCK620.100/SPCK620.100-N **CATEGORY:** Product Quality Notice

CONTACT: Local Technical Support **DATE:** 2021-09-23

As part of our continuous quality monitoring process, we have discovered a non-conformance with a component that affects some SPC keypads shipped between 13 September 2021 and 16 September 2021. We have identified that you purchased and received one or more of the following products in the last two weeks.

- SPCK620.000
- SPCK620.000-N

Description of the problem:

There is an issue with the LCD backlight of the keypads listed above. A connector to the LCD display is mounted incorrectly, which means the backlight will not function. The keypad itself is fully operational.

How to identify affected products:

Only products that meet both criteria below are affected:

- Items with a Batch Code that matches one of the Batch Codes are in the table below. The Batch Code is printed on the label inside of the keypad.

| Article Number | Material Description | Batch Code |
|------------------|----------------------------------|------------|
| V54543-F110-A100 | SPCK620.100 COMFORT KEYPAD | 1T21345 |
| V54543-F110-A100 | SPCK620.100 COMFORT KEYPAD | 1T21351 |
| V54543-F110-B100 | SPCK620.100-N Comfort KP, Neutr. | 1T21351 |

- Shipping date between 13 and 16 September. The shipping date can be verified by checking the delivery papers.

Corrective action:

Customers should return the product to Vanderbilt [using the normal RMA process](#). We strongly recommend removing already installed keypads and returning them to Vanderbilt.

For any return, enquiries, please contact your local customer service team. Alternatively, customers can [get in touch with our technical support department](#) and request a technical note on how to resolve the issue locally (no return of the product required).