



**Product Support Bulletin - MicroPower**  
**# 090806-1**  
**8-September, 2006**

Dear MicroPower Customer,

We have had a few previously unexplained failures with MicroPower units over the summer. The symptom of the failures is that the LED no longer flashes (unit is dead).

Though the number of failures has been very small, we strive for zero failures, so we have spent considerable time investigating this issue. After examining the failed units, we have determined what we believe are the two primary causes of the failures. Fortunately, the two causes are easily correctable/preventable.

***Issue 1***

On some MicroPower units, the metal heat sink could be installed too close to another component (a yellow or black capacitor). Figure 1 shows the correct position of the heat sink. Figure 2 shows an incorrectly positioned heat sink. When the heat sink is too close to the capacitor, flexing of the circuit board can cause the MicroPower to fail.

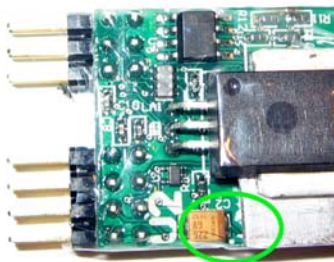


Figure 1: Correct



Figure 2: Incorrect



Figure 3: Tool Placement

Please check your MicroPower's heat sink. If it is incorrectly positioned, please adjust it as described below:

1. **Disconnect the MicroPower from all power sources and sensors!**
2. Using a probe, small nail, paperclip, or similar rigid wire tool, gently push the heat sink away from the capacitor. This is done by carefully sliding the tool under the shrink-wrap, as shown in Figure 3. After pushing it, the heat sink should be approximately 2 mm away from the capacitor, as shown in Figure 1.
3. Warm the shrink-wrap case of the MicroPower with a heat gun or hair dryer, to ensure that the shrink-wrap is holding the heat sink tightly. That's it!

Note of course that all MicroPower units shipped from our factory after the date of this Service Bulletin will not have this issue.

***Issue 2***

Some electric motors have high voltages present on the motor's case. If the motor has this, and the MicroPower's sensor pins come in contact with the motor, the MicroPower could fail. Please ensure that your installation is such that the sensor pins cannot come in contact with the motor's case, or any other metal objects that could carry voltage from the battery.

***Thank you for taking the time to check your MicroPower and installation for the above issues. If you have any questions or concerns about these issues, don't hesitate to email us at [support@eagletreesystems.com](mailto:support@eagletreesystems.com)! And thank you for your continued business!***

**The Eagle Tree Team**