

PRODUCT UPDATE NOTICE: XLE/XLT and X4 Controllers

A. PRODUCTS AFFECTED:

The following controllers are affected by this Product Update Notice:

North American Part Number	North American Part Revision
HE-XE10x (XLE series w/o ethernet)	Firmware Revision D or earlier*
HE-XT10x (XLT series w/o ethernet)	Firmware Revision D or earlier*
HE-X4A	Rev AA only
HE-X4R	Rev AA only
European Part Number	European Part Revision
HEXE220Cxxx (XLE series w/o ethernet)	Rev RA - RB
HEXT240Cxx (XLT series w/o ethernet)	Models 0, 2, 3, 4 - Rev JA to KD Models 5, 6 - Rev JA to LD
HE-X4A	Rev AA only
HE-X4R	Rev AA only

***Controller Revision Level:** Horner controllers have a two-letter revision level. The **first letter** of the revision is the HARDWARE REVISION, and the **second letter** of the revision is the FIRMWARE REVISION.

NOTE: Applications with units powered down for extensive periods of time are most affected by this issue.

B. UPDATE FOR THE PRODUCTS LISTED ABOVE:

A small number of products have been returned with batteries that have drained prematurely. These units have been left powered down for extensive periods of time. The symptoms reported in these cases were loss of application and loss of current real-time clock value.

It was discovered that a firmware function had increased the current draw on the battery at power down. **This reduced the battery backup time from seven to ten years without power to less than one year without power.** This firmware function did not cause any issues with the product other than increasing the battery current.

C. RESOLUTION:

To resolve the issue firmware 15.18 has been released which reduces battery current without power to its expected value. **Horner strongly recommends updating units in the field with this Firmware 15.18 or later**, especially for units that are powered down for long periods of time or subject to a long period of time unpowered in the supply chain.

Firmware 15.18 is available on the website:

North America: <https://hornerautomation.com/controller-firmware/>

Europe: <http://www.horner-apg.com/en/download/ocs.aspx>

WARRANTY: For all units shipped during 2017 & 2018, the warranty for the removable battery will be extended through December 31, 2020.

NOTE: An available option to prevent the loss of program should the battery be drained is to use the Backup/Restore function which is part of the Fail-Safe System. This feature is highly recommended and is accessible from the System Menu and from program logic. **Backup/Restore DOES NOT require the installation of a microSD card in order to prevent program loss.** Please see the user manual for complete operational details on the Fail-Safe System.

BATTERY: The Horner part number for a Lithium Coin battery is **BAT00009F**.

For assistance and additional information contact Technical Support:

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