

## Affected product

- d&b ArraySight Sender Unit, all versions
- d&b ArraySight Meter Unit, all versions

## Situation

At temperatures below 15°C, it may happen that for some combinations of ArraySight Sender Unit and ArraySight Meter unit, the laser cannot be switched on from the Meter Unit. I.e., when the «LASER» button is pressed on the Meter Unit, there is no reaction from the Sender Unit. As this is due to random temperature-dependent component variances, this cannot be narrowed down to specific serial number ranges.

The phenomenon may affect the accuracy of the angle readout on the Meter Unit if the Meter Unit is unplugged and immediately replugged to the Sender Unit. As a result, there may be an offset in the angle readout on the Meter Unit that can severely impact the correct total inclination of the respective array.

The phenomenon does **not** occur if the ArraySight Sender Unit is controlled from R1 via OCA.

We are working on a permanent solution for this annoying problem. In the meantime, please use one of the following workarounds to remedy the issue.

## Workaround 1

1. To prevent incorrect angle-readouts on the Meter Unit when the phenomenon previously described occurs, unplug the Meter Unit for 15 s before replugging it.
  - ↳ The angle and temperature/humidity readout will then be unaffected by the issue with the laser as long as you do not try to actuate it again.
2. To determine the correct height and inclination of the array, measure the height to the lowest edge of the array as indicated in ArrayCalc and check the angle read-out on the Meter Unit only.

## Workaround 2

1. Determine the correct height to the lowest edge of the array with a tape measure and check its inclination with the angle readout on the Meter Unit only.
2. If desired, actuate the laser from R1 via OCA later for visual verification of aim.

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## We apologize for any inconvenience this may have caused.

Best, your d&b team