TECHNICAL NOTE: BG1000 EXTRA POWER SUPPLY ISSUE

To Whom it may concern:

We, ZKTeco Europe Srl (ZKTeco) a Company organized under the laws of Spain, established and reputable manufacturer specialized in the manufacture and development of multibiometric and RFID technology systems for access control and time and management functions and solution provider of CCTV, Time & Attendance and Access Control products, with address at Carretera de Fuencarral, 44 – Building 1, 28108 Alcobendas – Madrid – Spain, hereinafter called ZKTeco, we hereby:

Technical issue description:

In product BG1000, we face an abnormal fluctuation of the working current and voltage of the main board, which could cause the main board to overheat when BG1000 is connected with the optional LED light strip, VR10 Pro radar sensor or LPR cameras.

ZKTeco's Installation Recommendation:

To prevent any damage to the BG1000 main board, ZKTeco extremely recommends ALWAYS connecting the extra power supply provided (regardless if any other accessory is connected or not) to enhance the output current as well as to supply power to the optional LED light strip, LPR cameras or VR10 Pro peripheral products.
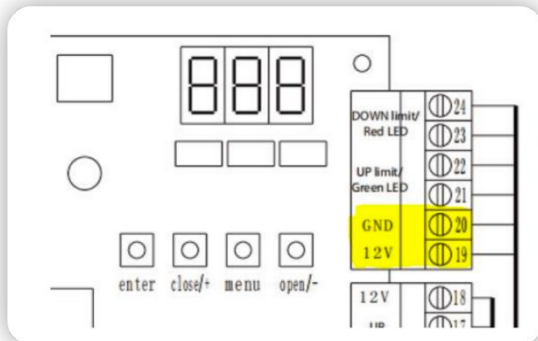
Please refer to Annex 1: "How to connect the extra power supply" for a detailed scheme on how to proceed.

ANNEX 1: HOW TO CONNECT THE EXTRA POWER SUPPLY

1. To improve the main board performance, we have modified the main board PCB design, which can be physically distinguished by the transistors. The key difference is U28/29 transistors have been changed into the smaller U21/22 to handle the overheating, as shown below.

1. Do not disconnect other cables, only the below two of 12V and GND which should not be powered by the main board. The optional LED strip or other accessories will be powered by the external power supply.

1. Use the upgrade kit which includes the bracket to hold the extra power supply onto the housing DIN RAIL and extra cables for the connection, as shown below. The wiring instructions are included in the upgrade kit.