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## PRODUCT CHANGE NOTIFICATION UPDATE

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**ISSUE DATE:** May 25, 2016  
**NOTIFICATION:** SYNPCN-2016-05-25\_DIM10-100  
**TITLE:** Product Label Changes

**EFFECTIVE DATE:** May 25, 2016

**DEVICE(S):** DIM10-100-00

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### **DESCRIPTION OF CHANGE:**

This change corrects a problem with the product label on the DIM10-100-00 lighting controller.

### **REASON FOR CHANGE:**

The product label on the DIM10-100-00 incorrectly identifies the "1-10V" and "COMMON" lines on the terminals blocks.

**LAST TIME BUY:** Not Applicable to this PCN

**LAST TIME DELIVERY:** Not Applicable to this PCN.

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**RECOMMENDED ALTERNATIVE PRODUCTS):** N/A

### **COMMENTS:**

In order to prevent damage to the DIM10-100-00 or connected devices, Synapse strongly recommends that one of the following options are performed.

**Option 1:** Synapse Wireless will provide the customer with a label that correctly identifies the terminal block connections along with a set of instructions on where to apply the label.

Please contact Synapse technical support at (877) 982-7888 and reference this PCN to request new labels.

**Option 2:** Call Synapse technical support at (877) 982-7888 and reference this PCN to request an RMA number. Upon receiving an RMA, please return the DIM10-100-00 to Synapse to have the units updated with a new label. Once the new labels have been applied, the units will be returned.

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