

**CR100A**  
**RECALL**  
**REVISION**

**NOTIFICATION AND DIRECTIONS**

**Revision Date: February 21, 2008**

## ORIGINAL NOTICE OF RECALL

Bogen is undertaking a voluntary recall of certain AM-FM Tuner/Cassette Players, Model CR100A, sold between February 2006 and November 2007. Bogen believes that an incorrect R3 resistor may have been installed in units sold by Bogen during that time period. Our records reflect that you purchased one or more of the units in question.

The R3 resistor is located on the power supply pc board. This resistor connects to the neutral terminal of the AC cord. This kind of connectivity is normally implemented by manufacturers in order to use the AC cord as an antenna.

If the AC outlet into which the CR100A connects is wired incorrectly such that the neutral and the hot wires are reversed, the presence of high voltage on a bare screw terminal for the antenna may present a shock hazard if the unit contains the incorrect resistor. Of all the units sold by Bogen during the time period in question, Bogen has only received one report of a minor shock occurring.

Although we believe that the likelihood of these two events occurring may be remote, in an abundance of caution, Bogen is undertaking this voluntary recall. If you have any of these units in stock, please contact Bogen Customer Service at 1-800-999-2809, option 1 for a return authorization number and return the unit to Bogen for repair at Bogen's cost. Bogen will return the repaired unit to you and will bear all shipping costs.

If you have already installed any of these units at customer locations, please contact Bogen Technical Support at 1-800-999-2809, option 2 for instructions on how to test the units in place. If, as the result of such tests, any installed units are determined to have the incorrect resistor, Bogen will provide you with the proper resistors and instructions for making the repairs on-site. It is imperative that you fully comply with these procedures. Failure to comply can result in liability to your company.

If you have sold any of these units to Dealers or end-users, please provide this recall notice to them immediately via certified mail, return receipt requested or other delivery method that will provide you with a receipt for delivery. Please retain all receipts. It is imperative that you fully comply with these procedures. Failure to comply can result in liability to your company.

If you have any questions regarding this voluntary recall, please direct them to Bogen Customer Service at 1-800-999-2809, option 1.

Bogen Communications Inc. is recalling certain CR100A AM/FM Tuner/Cassette Player units due to a potential shock hazard. All affected units must be either returned for repair, credit, or be repaired in the field.

**Model:** CR100A

**Date Code:** All Serial numbers starting with the first 4 digits 0540.  
05 represents the year 2005; 40 represents the 40<sup>th</sup> week of the year 2005.

**Earliest**

**Sales Date:** February 2006 for units under consideration.

**Hazard:** If connected to an improperly wired AC outlet, where the hot and neutral connections are reversed, the CR100A can present an electrical shock hazard at the left most antenna terminal.

**Description:** An incorrect value for resistor R3 may have been installed in the suspect lot. The correct value for R3 is 10M ohm. The installed value may be 10 ohms. R3 is located on the power supply PC board. This resistor connects to the neutral terminal of the AC cord. This kind of connectivity is normally implemented by manufacturers in order to use the AC cord as an antenna. If the AC outlet into which the CR100A connects is wired incorrectly such that the neutral and the hot wires are reversed, the presence of high voltage on the left most screw terminal for the antenna connections may present a shock hazard if the unit contains the incorrect resistor.

**Remedy:** There are 2 methods that can be used to remedy this issue.

1. The recommended method is to return the product to Bogen.
2. The second method is to test and repair the unit in the field.

**Note:**

*A simple resistance test with an ohm meter can determine if the unit has the incorrect resistor installed. See the Test section of method 2 on page 6.*

## **METHOD 1 – RETURN TO BOGEN**

### **BOGEN DEALERS AND DISTRIBUTOR**

Call Bogen Customer Support (1-800-999-2809, option 1) for details about how to return the CR100A for repair or a full credit.

Bogen will assume both inbound and outbound 2nd-day shipping costs associated with servicing the CR100A and provide turnaround of units either on the same day received or by the next business day. Bogen will assume the inbound 2<sup>nd</sup>-day shipping cost of CR100A units sent back for Credit.

**These offers only apply to units with the proper 4 digit date code as described on page 4.**

#### Procedures

1. Before calling Bogen, please have the following information:
  - a. Determine if the unit(s) will be repaired or returned for credit
  - b. Obtain the serial number for each unit.
  - c. An email address for shipment confirmations.
2. Call Customer Service 1-800-999-2809, option 1
3. Customer Service will issue a Return or a Repair Authorization
4. Customer Service will provide you with Bogen's UPS shipper number
5. Package each return or repair in a proper shipping box
6. Print out the Return or Repair authorization and include inside the box
7. Mark the outside of the box with Return or Repair number
8. When completing the UPS label we ask that you enter this information in:
  - a. Reference 1 -CR100A Recall,
  - b. Reference 2 - the return or repair authorization number.
9. Bill the shipment to Bogen using the UPS shipper number provided
10. Ship the box UPS 2<sup>nd</sup> Day Delivery
11. Bogen will send you an email shipment confirmation if an email is provided

### **END USER RETURN FOR CREDIT OR REPAIRS**

#### ***For Credit:***

If you bought the CR100A from a Bogen Dealer or Distributor you must contact the company from whom you purchased. They will issue the credit to you, not Bogen.

#### ***For Repairs:***

Bogen will accept repairs from the end users. Follow the procedures above.

## METHOD 2 - FIELD REPAIR OF THE UNIT

**Test:** A simple test using a multi-meter will diagnose if the wrong resistor was installed. Please refer to pictures below.



Neutral prong

Read the resistance between the neutral prong (wide blade) of the AC plug and the left most screw terminal, looking at the rear of the CR100A.

The resistance must read **greater than 9 Meg Ohms**.

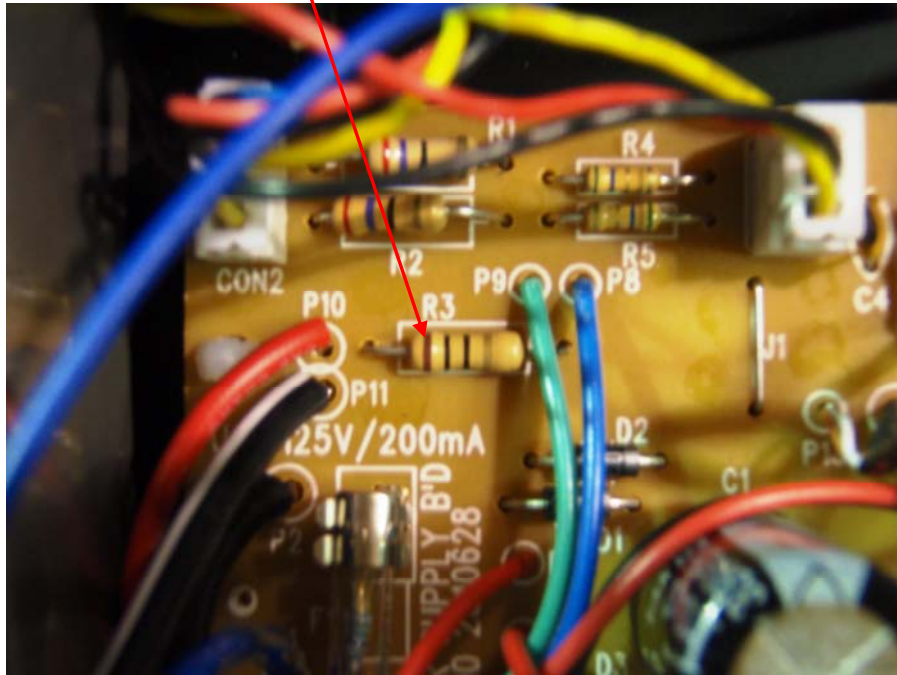


If the resistance read is less than 9 Meg Ohms, the units must be repaired.

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## FIELD REPAIR PROCEDURE

1. Disconnect from AC line and remove the top cover of the CR100A.
2. Locate the resistor **R3** on the rear PC board of the CR100A.



3. Lift the PC board off the nylon stand-offs holding the PC board in place. Use needle nose pliers to pinch the tips of the stand-offs protruding through the PC board.
4. Remove the existing R3 resistor and replace it with a 10 Meg Ohm, ½ watt, resistor (color code Brown/Black/Blue, 4<sup>th</sup> band color does not matter).
5. Re-seat the PC board and replace the top cover.

**Note:**

*Resistors for this repair (part number 75-5437-106) are available from Bogen free of charge by contacting Bogen Customer Service at 1-800-999-2809, option 1.*

*If you have question pertaining to testing or repairing the units, contact Bogen Technical Support at 1-800-999-2809 option 2.*

## REPORTING FIELD REPAIRS TO BOGEN

All CR100A repairs in the field must be reported to Bogen. You must include the following information:

- Your company name
- Location of unit (company name and address)
- Serial number of unit(s)
- Date repaired

You can send this information to Bogen in an email to [recall@bogen.com](mailto:recall@bogen.com) or fax to **201-760-8772**. Please include “CR100A RECALL” in the subject line.

**IT IS IMPERATIVE THAT YOU FULLY COMPLY WITH THESE PROCEDURES. FAILURE TO COMPLY CAN RESULT IN LIABILITY TO YOUR COMPANY.**