

CUSTOMER SERVICE BULLETIN

Xanbus Network Crossing with AEBus

CSB Number 855-0003

Date December 14, 2020

URGENCY

HIGH: Rework needs to be done by immediately

MEDIUM: Rework needs to be done by next possible occasion

LOW: Rework to be done if necessary

GENERAL: General Information

PRODUCTS EFFECTED

AES Batteries with Xanbus Network Connections; 42-48-6650, 44-24-2800.

SYMPTOM OBSERVED

If an AEBus connector is installed into the Xanbus port of the battery, a short circuit will occur and may cause the wire connector, the Y connector, or the battery port itself to heat up and deform.

POSSIBLE CAUSE

Both networks utilize a different power supply configuration from the other. In this case the Xanbus creates a short circuit across the AEBus power supply and will heat up the connector until a wire or trace opens. (If Y connector is used, the trace internal to the connector is usually the first point of failure). At Discover we have extensively tested to ensure that this issue does not pose a risk to personnel or the rest of the system. While we have observed deformed connectors, none of our testing shows any thermal escape.

FIELD CORRECTIVE ACTIONS

If these symptoms have been observed take the following steps:

- Remove ALL cables and connectors in that communication string and discard.
- 2) Review the AEBus network connection on the battery and look for damage. If found contact Discover Battery for repair. (note: this issue is not covered under warranty since it is caused by human error)
- 3) Label all new cables and connectors properly.
- 4) Follow the owner's manual for proper communications connections.



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Supporting Information

CSB Number	855-0003
Date	December 14, 2020

REFERENCE DOCUMENTATION AND PROCEDURES



