

TECHNICAL NOTE: BG1000 EXTRA POWER SUPPLY ISSUE

To Whom it may concern:

We, ZKTeco Europe Srl (ZKTeco) company organized under the laws of Spain, who are 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, addressed at Carretera de Fuencarral, 44 – Edificio 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 voltage of the main board, which could cause the main board to overheat when BG1000 I connected with the optional LED strip, VR10 Pro radar sensor or LPR cameras. This issue is for machines prior to July 2021.

ZKTeco's Installation Recommendation:

In order to avoid any damage in the barrier main board, ZKTeco **extremely recommends connecting ALWAYS** (no matter any accessory is connected or no) **the extra power supply provided** to enhance the output current as well as the power of the barrier not for basic functioning but also for supplying power to LED, LPR or VR10Pro peripheral ones.

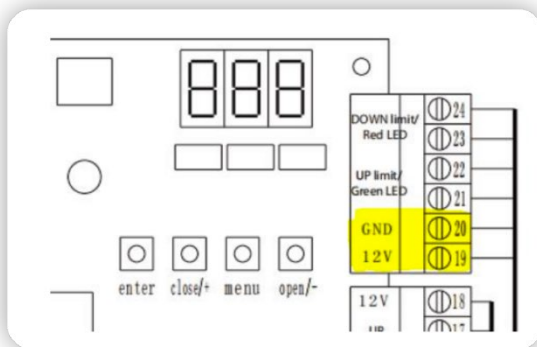
Please refer to the following Annex 1 “how to connect the extra power supply” to get a detail scheme to proceed.

ANNEX 1: HOW TO CONNECT THE EXTRA POWER SUPPLY

1. In order to improve the performance of main board, we made a change of the main board PCB design, which can be physically distinguished by the transistors. The main difference is U28/29 transistors have been changed into the smaller U21/22 to handle with the overheat, as shown below.



- Do not disconnect other cables, only the below two of 12V and GND which shouldn't be powered by main board. Then LED or other accessories will be powered by external power supply.



- Use the upgrade kit which include the bracket to hold the extra power supply onto the housing DIN RAIL, and extra cables for the connection, as shown below. The wire instruction has been included in the upgrade kit.

