

TECHNICAL BULLETIN 07

DATE: 05 December 2022

PRODUCTS:

- Blue Robotics Ethernet Switch (ETHSWITCH-R1-RP)

SUBJECT: Ethernet Switch populated with incorrect crystal oscillator

SUMMARY: In early November, customers reported connectivity problems while using the Ethernet Switch. After investigation, the problem was isolated to the crystal oscillator. Due to a component sourcing mistake, Ethernet Switch PCBs were populated with an incorrect crystal oscillator. This renders the switches nonfunctional.

Orders of the Ethernet Switch that were shipped as early as October 2022 may be affected. All stock has been subsequently pulled from shelves and sales halted until the affected switches are corrected.

IDENTIFICATION: Blue Robotics recommends visually inspecting all Ethernet Switches from orders shipped between late September to November 2022 for the incorrect crystal component. Figure 1 shows the location of the crystal oscillator on the back of the switch. The correct crystal is labeled “25” and the incorrect crystal is labeled “26.000” as shown in Figure 2.

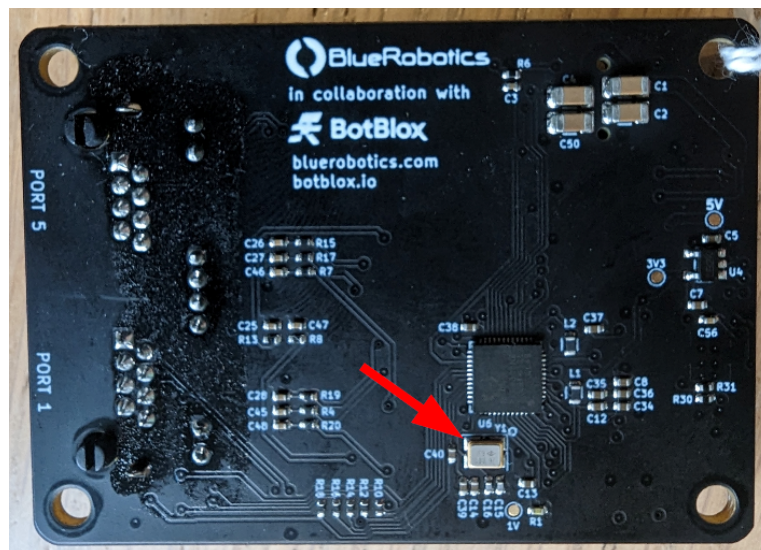


Figure 1. Location of affected crystal

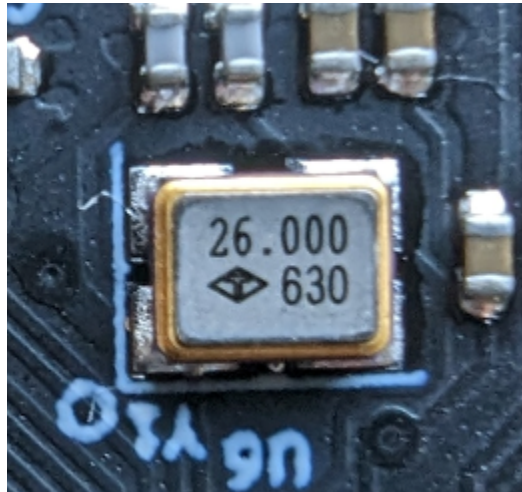


Figure 2. The incorrect crystal is labeled “26.000”

CUSTOMER ACTION: If you have any affected Ethernet Switches, please contact our support team at support@bluerobotics.com with all available order information to receive replacement boards when available.

BLUE ROBOTICS ACTION: Current stock with the incorrect crystal will be corrected.