

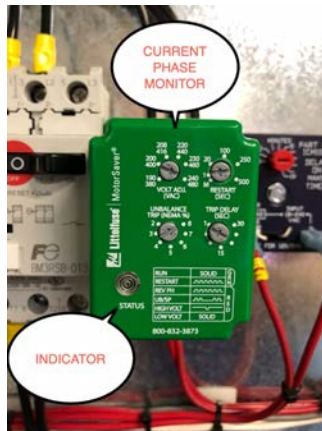
Thursday, November 29, 2018

Attn: All rental customers, Smart Family representatives and Authorized Service agents.

RE: Phase monitor relays installed on most rental products

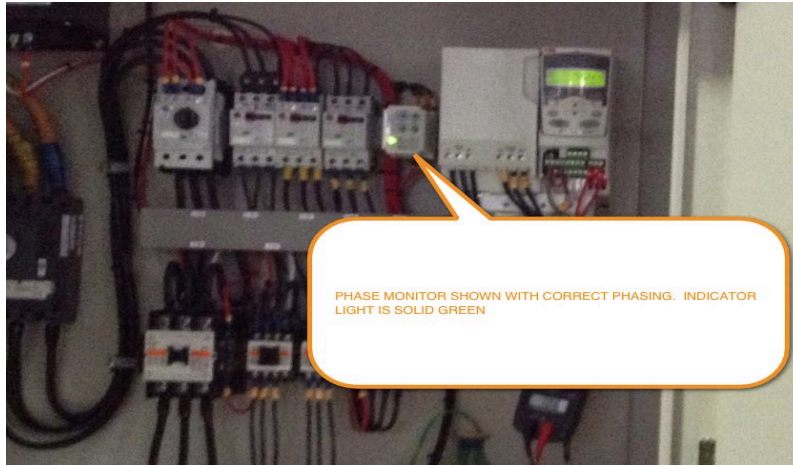
Almost all Smart Family rental units are equipped with a phase monitor. This includes all SACP, SMT, STAC, SCOD, SLIC, and SSCD products. The part number is **UVR27002**.

This phase monitor relay is installed within the POWER section of the control panel (within the 208, 230, 460, or 575 voltage control panel). This panel is typically the left most panel (if the end user is facing the control panel). The relay (also referred to as the OVR, OUVR, or PMR) is equipped with a timer. To clarify, the phase monitor relay will not engage the control power side of the relay until the time has elapsed (typically 90 seconds). The phase monitor relay has an integral indicator light that has multiple color and flashing combinations to inform the user of under voltage, over voltage, incorrect phase rotation, and phase imbalance.



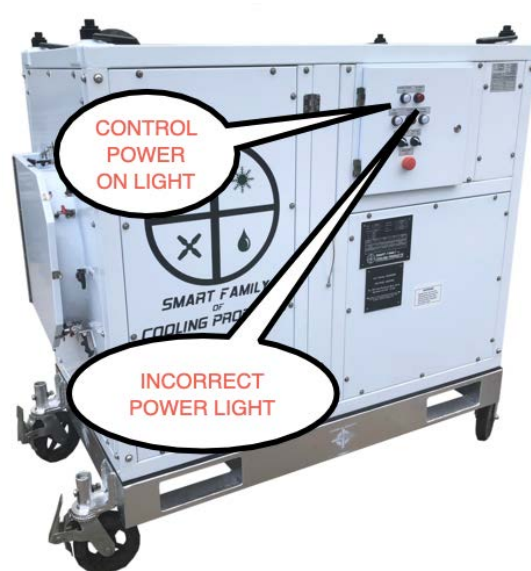
When a rental unit is provided with **clean power** (with correct phasing) the phase monitor relay indicator light should be in a SOLID GREEN state (on the status light).

After 20-90 seconds the control power light should be powered (on the outside of the control panel) if proper start-up procedures have been followed. If the control power light does not come on after 90 seconds it is recommended to check the status of under voltage, over voltage, incorrect phase rotation, and phase imbalance.



- Please take note that the POWER CONTROL panel of the SACP rental units should only be opened and reviewed by a licensed electrician and/or a factory authorized service representative. Electric shock and bodily harm can result from contact with any power components.

All current production SACP, STAC, SCOD, SMT, SLIC, & SSCD rental units are equipped with an ADDITIONAL PHASE ALARM / INCORRECT POWER light on the outside of the 115V control panel door. This added light gives the customer the ability to determine if incoming power is within acceptable ranges, without being exposed to the POWER control panel.



Sincerely,  
Ryan M. Baker - Vice President of Equipment Sales