

# CETAC TECHNOLOGIES

## SERVICE BULLETIN

<b>Subject:</b> Scratching and superficial cracking of enclosure due to cleaning chemicals.	<b>Bulletin No:</b>	SB0908
	<b>Date Issued:</b>	6/24/02
	<b>Priority:</b>	Medium

**Product:** ENC-500/ENC-500+ (ENC-99-0001 & ENC-99-0002) Enclosure

**Serial Numbers:** ALL  
*Serial Numbers start by month (MM), year (YY) and units built that month (i.e., MMYyxx)*

**Service Location:**  Customer Site  CETAC Technologies

**Responsibility:**  Customer  Trained CETAC Representative

**Replacement Parts:**  Customer  CETAC Technologies

### DESCRIPTION

The ENC500 & ENC500+ enclosures develop superficial cracking and surface scratches when cleaned with a solvent or ammonia based cleaners.

### IMPLEMENTATION

Avoid using solvent and ammonia based cleaning solutions, as irreversible cosmetic damage will occur. There also is a possibility that the integrity of the ENC-500 will be compromised. Using a solvent or ammonia based cleaning solution will void the warranty. When cleaning the ENC-500 use a clean soft dry cloth to remove surface dust, then use a mild non-abrasive soap and water solution or the suggested cleaning solution Plastic Clean & Shine. Dry by gently buffing with a clean, soft, lint-free cloth.

### PARTS

Part Number	Description
450327	Plastic cleaner

### AVAILABLE DOCUMENTATION