

1/13/2017 SB-003

Service Bulletin

Subject:

Grounding suggestions for Series 1500 Intercom Counter Stations.

Summary:

Counter Stations in Series 1500 and Series 1580 Intercom systems may be subject to noise or erratic behavior created by ground loops. In certain instances, a Counter Station may exhibit erratic behavior such as intermittent lane deselection or a phantom call due to an insufficient grounding path. If you experience these unusual problems call our technical support department for guidance and troubleshooting.

Models Affected:

1500A and 1580.

Description:

Ground loops can occur when the ground connection in a facility's electrical system is duplicated by other electrical connections that have different impedance or resistance. This difference causes voltage to flow between various pieces of equipment, which create an audible hum or may cause erratic behavior. Establishing one path to ground for every intercom system component can reduce or eliminate this problem.

Instructions:

Remove one rubber foot from the rear side of each Counter Station in the system. Attach a ground wire with a ring terminal to the screw (see *Figure 1*), and re-attach the foot. Terminate the ground wire from each Counter Station to the point of ground where the hub is connected (see *Figure 3*). For added protection connect all 1500 (or 1580) Counter Stations to the same outlet or power strip being used by the hub as shown in *Figure 2*. Equipment in the lane, such as the Model 1520, which uses a different source of power, may also benefit from grounding (see *Figure 4*).

Materials Required:

16AWG stranded wire, insulated crimp-on ring terminals for #8 screws.



Figure 1. Attaching ground wire to Counter Station.



Figure 2. Counter Stations and Hub sharing power.

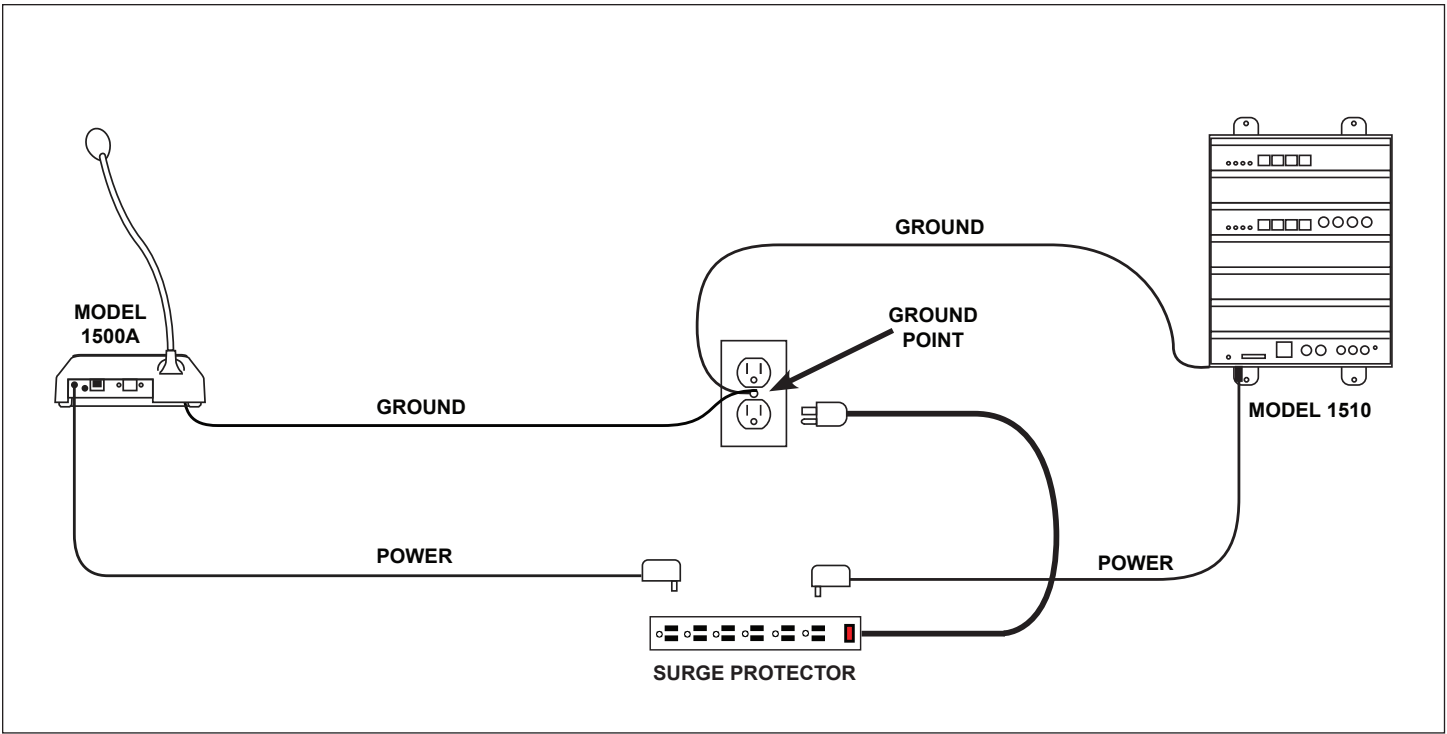


Figure 3. Attach a ground wire from each Counter Station to the Hub ground point.

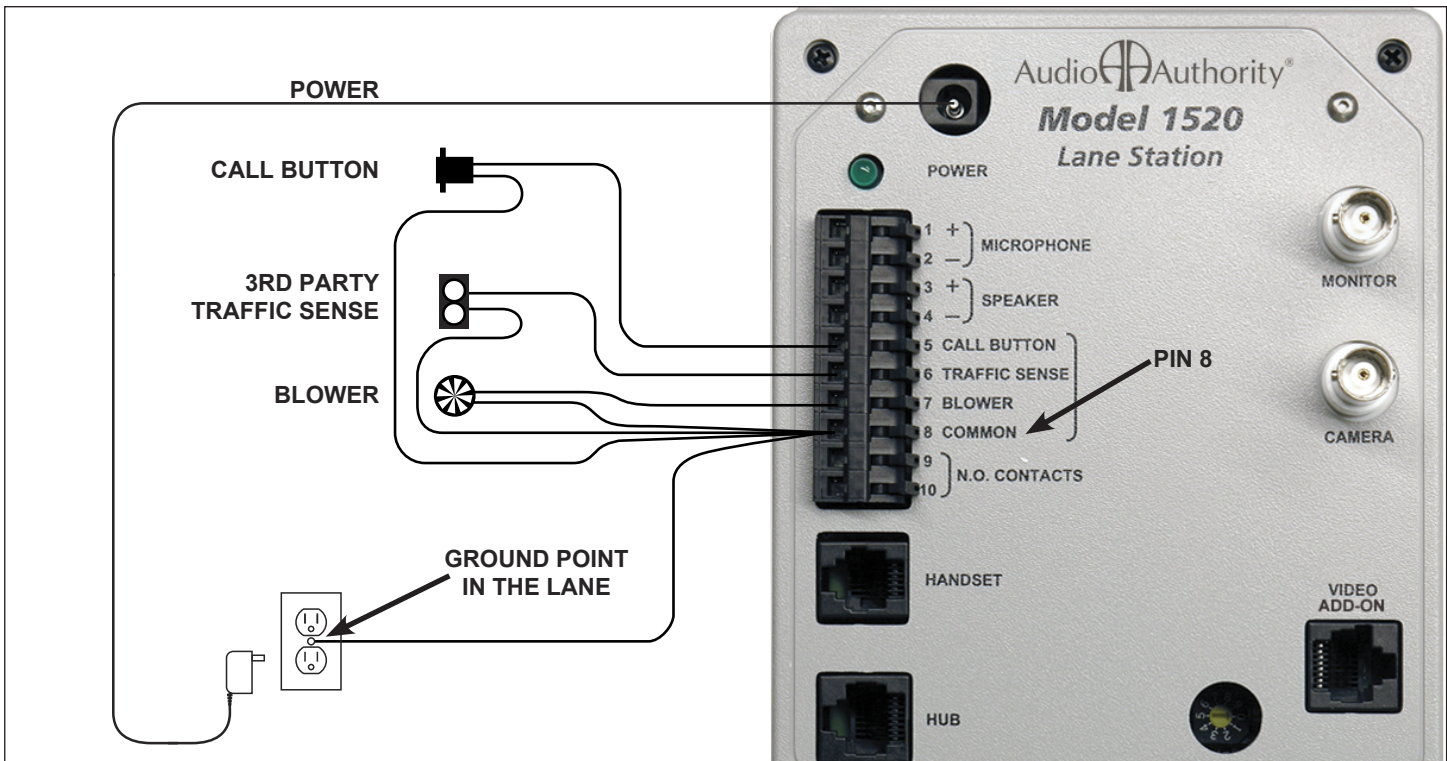


Figure 4. Attach a ground wire from Pin 8 Common Ground on the Lane Station to the common ground point at the electrical outlet for powering the lane.

Audio Authority®

2048 Mercer Road, Lexington, Kentucky 40511-1071 USA
 Phone: 859-233-4599 • Fax: 859-233-4510
 Customer Toll-Free USA & Canada: 800-322-8346
 www.audioauthority.com • support@audioauthority.com

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