	Service Note	
Product	Description:	Service note no.
See below	**RAM failure**	**SNo-T0107**

This service note is valid for:

Category 1:	Category 2:	Category 2:
D-Two	**C300**	**StudioKonnekt48**
G-Major	**C400 XL**	**TDX1**
G-Natural	**HarmonyControl**	**VoiceDoubler**
M-One XL	**Konnekt 24D**	**VoiceLive**
Nova System	**Konnekt Live**	**VoiceTone Create**
	Nova Delay	**VoiceTone Correct**
	Nova Dynamic	**VoiceTone Double**
	Nova Modulator	**VoiceWorks**
	Nova Reverb	**XO24**

Reason for note:

We have found problems with some Cypress CY7C1019DV33-10xx on PartNumber (7)E48100102. This die-revision from Cypress has increased rise/fall time on the databus compared to other types. The SRAM's are used differently (different load and on different DSPs at different speed) in the range of TC products that uses P/N (7)E48100102 and some of the products are therefore not affected by the increased rise/fall time

Actions:

If one of the above mentioned products from "**Category 1**" comes in for service and it has the bad revision mounted these RAMs must be replaced.

If one of above mentioned products from "**Category 2**" comes in for service with an error description like "Product freeze once in a while" or similar. Then the RAM circuit must be suspected.

It is easy to pinpoint if it is the RAM circuit by using a fan heater (be careful not to overheat) and warm up the circuit. If it is the RAM circuits the malfunction will normally be observed within approximately 20 seconds.

Note:

The part number 7E48100102 will be discontinued and replaced by part number 7E48100106

IMPORTANT:

This replacement should only be carried out by skilled technicians.