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## **EXPLORER 710 Battery contact issue**

**Subject:**

In a few combinations of battery vs. terminal, we have seen that the contacts/connector is not perfectly aligned. Display will in that case show "**Battery error**". Typically, a short term solution to clear this error can be to remove and insert the battery again.

The battery should in these cases be sent to a RWS or alternatively to Cobham SATCOM Denmark to be replaced.

**Priority:**

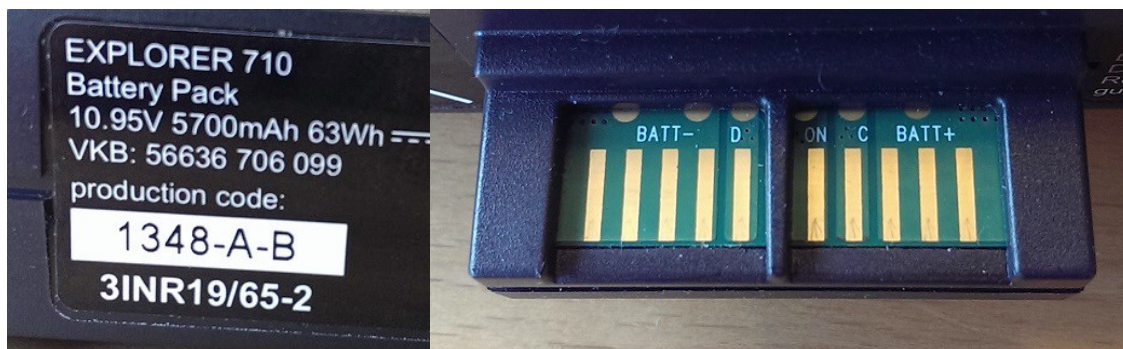
- **MEDIUM:** It is recommended to apply this change / initiative to all units in stock. For units sold it is recommended to apply this change / initiative next time the system(s) is inspected.

**Identification:**

A new type of battery contact surface has been introduced in order to remove the risk of this contact problem.

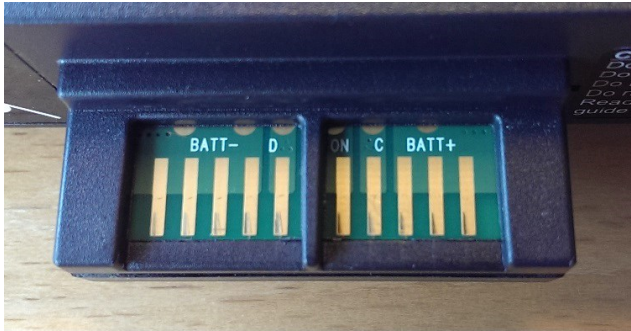
Batteries which may be affected will have production code **older** than **1419** (2014, week 19) **and not** reworked as illustrated in picture "Reworked from factory" on next page.

The below is an example of label from a battery which may be affected.

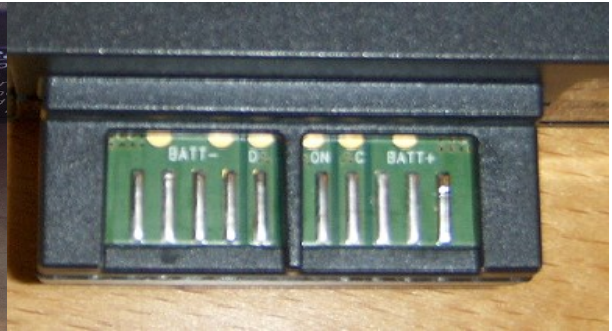


Note! - Replacement of battery can only take place when both production code is older than 1419 **and** contacts/PCB is not reworked.

The below pictures illustrates the two methods used for improved/new contact surface where the solder mask has been changed.



Production code 1419 and newer



Reworked from factory

**Action:**

Replacement of batteries having intermittent contact problems as described above can be replaced by a RWS.

<http://www.cobham.com/about-cobham/aerospace-and-security/about-us/satcom/service-and-support/thrane-thrane-service-and-support/get-service.aspx>

Exchange of the battery does not extent the original warranty.

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Customer Service