brainboxes ~1984
www.brainboxes.com

LIFETIME WARRANTY LIFETIME SUPPORT

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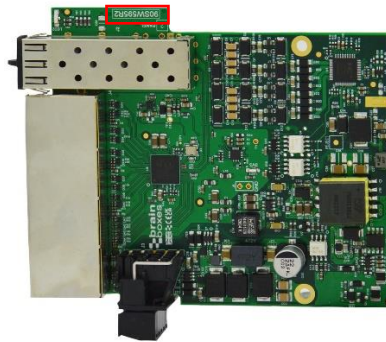
AEO
UK Authorised Economic Operator
GB AEOF 00031/11

6th August 2024
18 Hurricane Drive,
Liverpool International Business Park,
Speke, Liverpool,
L24 8RL, UK

Product Change Notification affecting Brainboxes products:

SW-084 R2, SW-195 R2, SW-581 R2, SW-584 R3, SW-595 R2 & OEM Variants

Due to worldwide component supply shortages, and various feature and production improvements, Brainboxes has had to make the revision changes detailed below.

The revision number can be found on the front/reverse of the PCB and identified with code 90SWXXXRx (where x is the revision in a silkscreen square)

Brainboxes has identified an issue within auto-negotiation on the 1000BASE-X port of the above products directly impacting compatibility with some devices. As of August 6th, 2024, a firmware update has been provided to address compatibility with 3rd party devices, which may affect functionality in specific circumstances.

If you experience any unexpected behaviour with any of the above products, please contact: Support@brainboxes.com with details of your issue and device serial number.

Where to find the serial number:

For the SW-084 specifically, the serial number is printed onto a label stuck to the bottom of the product.

For all other products, the serial number is printed onto a label on the rear of the internal PCB. To expose the internal PCB, Remove the power plug and gently press the self-locking tabs, this will separate the enclosure. Expose the full PCB and the label will be visible on the rear.

For all serial numbers (reading left to right), the first 8 digits are the build date of your product:

YYYY/MM/DD – 20240806 – August 6th, 2024.