

# AMC2

## Controllers and extension boards

### Misalignment of laser marking on certain connectors


Products and components affected

CTN	Part number	Connector	Quantity
APC-AMC2-2WCF	F.01U.411.047	F01U.411.453 (7 pin)	1
ADS-AMC2-2WCF	F.01U.417.726		
APC-AMC2-4WCF	F.01U.411.048		
ADS-AMC2-4WCF	F.01U.417.939		
API-AMC2-4WE	F.01U.411.049		
ADS-AMC2-4WE	F.01U.417.937	F01U.411.449 (6 pin)	1
API-AMC2-8IOE	F.01U.411.054		
API-AMC2-16IOE	F.01U.411.051		
API-AMC2-16IE	F.01U.411.052		
API-AMC2-16ION	F.01U.411.053		
APC-AMC2-4R4CF ADS-AMC2-4R4CF	F.01U.411.050	F01U.411.453 (7 pin)	1
	F.01U.417.938	F01U.411.449 (6 pin)	1
		F01U.411.456 (10 pin)	4

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**Issue:**


Certain connectors of the AMC2 show unclear, misaligned indications for the earth ground symbol . Root cause was an intermittent misadjustment of the laser marking machine.

Accidental wrong wiring due to this unclear marking may cause the AMC2 to not work as expected or not work at all at initial installation.

**Affected:**

This issue may affect products manufactured between April 2025 and March 2026.

Affected units can be identified by their material number on the product packaging or backside of the unit and by comparing the laser printing on the connectors with the pictures below.

Typically, affected connectors show an unclear position of the earth ground symbol .

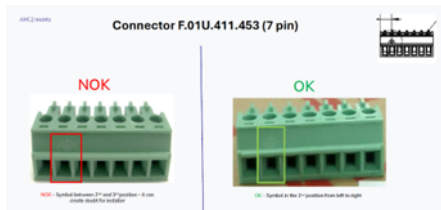


Figure 1.1: 7-pin connector

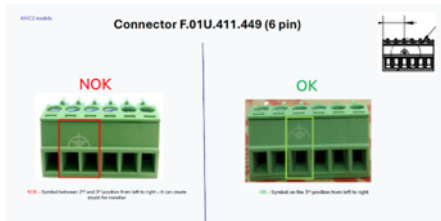


Figure 1.2: 6-pin connector

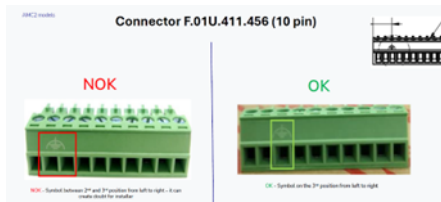


Figure 1.3: 10-pin connector

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**Resolution:**

1. Modifications to the machine adjustment have been implemented.
2. Inventories at the factory and in the regional warehouses were blocked and re-worked accordingly.

**Suggestions:**

- If you have installed the AMC2 product and it runs as expected, you do not need to do rewiring.
- If you face issues during the initial installation, please check the pin position of the connectors according to the installation manual and do rewiring.

**Contacts:**

Please contact [mauro.coutinho@keenfinity-group.com](mailto:mauro.coutinho@keenfinity-group.com), in case of replacement connectors free of charge and report of any malfunction.