



Technical Service Bulletin

Date: June 02, 2025

Route to: Service/Maintenance Manager

In Reference To: TSB-0016

Equipment NOT Affected: V2 (Traction & Hydro), C4 (Traction & Hydro)

Equipment Affected: Elevator Controller Type SRA with software versions before V3.18(e)

Description: Correction to TSB-0016, Software must be updated to V3.18(e).

Action: Mandatory

Fix: Request for update to software to V3.18(e) by contacting our Technical Support Department at: (469) 678- 8000 or support@smartrise.us

If you have any questions, please reach out to our Technical Support department by phone: 469-678- 8000 or by email: support@smartrise.us.