



# Service Bulletin SB-136

## Installation Guidelines to Prevent False Switch Activation

### IMPORTANT PRODUCT INFORMATION

April 29, 2016

Dear Valued Customer,

The UltraView Display provides a robust and powerful operator interface for fire apparatus, emergency vehicles and many other types of mobile equipment. UltraView displays are all equipped as touchscreen capable depending on the Original Equipment Manufacturers (OEM) programming configuration. UltraView displays are directly sunlight visible, completely sealed to IP-67 and designed to meet the demands of heavy duty mobile equipment, and these features make them ideal for outside applications.

However, there are extreme situations that can cause button or touch screen activations other than by human touch. Examples include tools such as a pike pole or other equipment handles leaning against the screen. This condition may activate a button. Large quantities of water pouring from a tank overflow can cause false touchscreen activations as well.

When mounting an UltraView display in an exterior environment, it is extremely important to design the installation in such a way that the display is protected in a manner to prevent unintended button or touch screen activations. Exposure to extreme water conditions should be avoided. It is recommended that a water shield be placed over the display if there are any concerns the display will be exposed to large quantities of water such as from a tank overflow condition.

In general, rain will not cause a button or touch activation but submersing the display in a large flow of water can cause unintentional activation. Care should also be taken to ensure that water does not "pool" on the display. Horizontal (flat) or very low angle mounting of displays in exterior/outdoor applications is not recommended for this reason.

Care should be taken in the design and manufacturing of equipment control panels to avoid accidental activation of touch screen areas and buttons.

Following these installation guidelines should provide trouble-free service. For more information, please contact:

Hale Products  
Chuck Hutchins  
[chutchins@idexcorp.com](mailto:chutchins@idexcorp.com)  
352-387-2171  
Electronics Product Manager