



## TECHNICALLY SPEAKING

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### Using Rubber Keypad Repair Kit

Let your customers know that there's a simple trick to use to get good results every time, with the CW2605 CircuitWorks Rubber Keypad Repair Kit. It can be summed up easily: "a little goes a long way". This was brought to my attention by a recent inquiry to the Tech Hotline. A customer was using the CW2605 to repair TV remotes in a large hotel. Once repaired and returned to service the buttons worked for about a week and then failed again. On inspection the CW2605 contacts showed no conductivity and were indented with an impression of the circuitboard contact. This definitely was not the performance of 500,000 keystrokes, which we advertise!!

The remedy for this issue is simple. DON'T APPLY THE CW2605 TOO THICKLY! A very light coat dries much quicker and makes a more durable, longer-lasting repair, than a heavy coat. I think what's happening is that the user examines the remains of the OEM carbon contact on the back of the button, then attempts to build up a contact strip of similar thickness, using the CW2605. This will work if you allow the contact to dry for a week to ten days!

In our instructions we say the unit can be returned to service within 24 hours, but this assumes a thin layer of conductive material is applied to the back of the button. If applied to thickly, the center of the contact is not dry and hard after 24 hours. This gives a soft, spongy contact, which will distort after a week's use, leading to loss of conductivity. The softness in the contact is evidenced by the indentation made in it by the contact on the circuitboard, which is exactly what this user saw.

Remember that a thin coat of CW2605 on the back of the button, is all that is required to return the buttons to a "like new" condition. Also remember to let your customer know we're only a phone call or e-mail away, to answer their applications questions.