



Product Update Memo

PANEL CONTROLS

Bourns Manufacturers Representatives
Corporate Distributor Product Managers
Americas Sales Team
Asia Sales Team
Europe Sales Team



October, 2009

Model 3862 Production Update

Bourns® Sensors and Controls Product Line is pleased to report significant progress in qualifying the new contact design for our [Model 3862](#) panel control. As previously announced, our carbon contact supplier had been purchased by another company, and had subsequently ceased production of the carbon contact.

The new metal spring contact qualification is on schedule to complete within the 16 weeks previously estimated. Upon qualification we will be removing the production hold and begin accepting orders. The current lead time in the system is 16 weeks. However, we expect to improve most scheduled orders when production gets under way in December.

Customer Service will assist with pulling in orders in December.

Please contact me with questions regarding this update.

Best regards,
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