

Technical Bulletin

SwingSmart 535 & SlideSmart 535 Battery Charger

SUBJECT:

Nice has learned of a defect in the charging circuit affecting some Smart535 gate operators.

DATE: 07/2026

OPERATORS:

The following manufactured before July 1, 2026:

SlideSmart 535

SwingSmart 535

SmartBLDC Power Module MX5900-01, MX5913, and MX5914

DESCRIPTION:

An integrated circuit chip used on the SmartBLDC Power Module (MX5900-01) has demonstrated an early life failure mode in a small portion of product shipped. This chip is part of the battery charging circuit, and its failure results in the inability to charge batteries and to run on AC power. This failure typically occurs within the first few weeks of operation. It is unlikely to occur in operators that have been in service for a month or more.

FAILURE SYMPTOMS:

When the chip fails the operator will continue to run on battery power for 2-4 days, depending on usage. When the batteries are depleted the operator will “Fail Safe” with the gate in the open position, or “Fail Secure” with the gate in the closed position, depending on settings, and eventually power down

A possible but less common failure mode leads to overcharged batteries.

DIAGNOSTIC STEPS:

1. Check AC power is present
2. Wake SmartTouch 725 controller by pressing the Menu or Stop button
 - a. If the controller will not wake up, check the battery voltage is >22v.
 - i. If battery voltage is <22v, replace the SmartBLDC Power Module
 - ii. If battery voltage is >22v, then this is an unrelated issue, contact Nice technical support for further troubleshooting.
3. Turn off the DC power switch. Check the SmartTouch 725 controller remains powered for 30s
 - a. If the SmartTouch 725 controller powers down, then the SmartBLDC Power Module will need replacement
4. Turn on the DC power switch
5. If batteries are swollen they are overcharged.

CORRECTIVE ACTION

If AC is present but the battery voltage is low and the SmartTouch 725 will not wake, replace the SmartBLDC module using kit MX5913. If either battery has less than 9V, or if either is swollen, replace both batteries.

ADDITIONAL INFORMATION

For questions or more information, please contact your Nice Gate Regional Sales Manager.