

## YESBASGMPW4 Charging Issue

### Ergotron Product Update

Ergotron has recently received reports of devices not being charged by the YESBASGMPW4 charging cart. It has been determined that this issue is caused by certain devices' power converters and is not due to the charging cart. Notebook, tablet, and Chromebook computers have power converters that take the 120-volt wall power (standard in North America) and convert it to the lower voltage levels needed to power and charge the device. The power converters on some of devices apparently do not restrict the high initial currents when the device is first plugged in. The unrestricted, high current coming through the device can then cause premature failure of one of the charging cart components. This is not a safety issue but a component life issue.

A majority of device manufacturers put circuits inside their power converters to restrict this high initial current. However, it has been determined some device models may not restrict the high initial currents. Ergotron does not recommend using the power converters supplied by the manufacturer with the devices below in the YESBASGMPW4:

- Lenovo N22 Chromebook
- Lenovo N23 Chromebook
- Lenovo N23 Yoga Chromebook
- Lenovo N42 Chromebook
- Lenovo N42-20 Chromebook
- Lenovo ThinkPad 11e/Lenovo ThinkPad Yoga 11e Chromebooks
- Acer Chromebook 11 N7 (C731T Series)
- Acer Chromebook 11 (C740 Series)
- HP Chromebook 14 G4
- HP Chromebook 14 G3
- HP Chromebook 14 G1
- Dell Chromebook 11
- Dell Chromebook 11 (3120 Series)
- Dell Chromebook 11 (3180 Series)
- CTL NL61 Series Chromebooks
- ASUS ZenPad 10 (Z300M)

If the device you choose to use is listed, you will need to consider one of the following charging carts with Ergotron's Power Shuttle power system.

- DM40-1009-1
- DM40-1008-1
- YESMOR2GMPW4

Your local sales representative is ready to assist you with any orders for these carts.

Sincerely,

John Erickson

Product Development Manager, Device Management

America Sales &  
Corporate HQ  
St. Paul, MN USA  
(800) 888-8458  
+1-651-681-7600  
[www.ergotron.com](http://www.ergotron.com)  
[sales@ergotron.com](mailto:sales@ergotron.com)

EMEA Sales  
Amersfoort, The  
Netherlands  
+31 33 45 45 600  
[www.ergotron.com](http://www.ergotron.com)  
[info.eu@ergotron.com](mailto:info.eu@ergotron.com)

APAC Sales  
Tokyo, Japan  
[www.ergotron.com](http://www.ergotron.com)  
[info.apac@ergotron.com](mailto:info.apac@ergotron.com)

Worldwide OEM Sales  
[www.ergotron.com](http://www.ergotron.com)  
[info.oem@ergotron.com](mailto:info.oem@ergotron.com)