



## **m908 Technical Bulletin**

### Premature SD Card Failure

12/7/2023

At Grace Design we make product performance and reliability our number one goal. We are continually advancing our product designs to provide a very long trouble-free life.

The m908 is based on an embedded Linux operating system that uses a replaceable Micro-SD card as its disk drive. Although we chose an industrial quality SD card for this, it has come to our attention that the SD card in the m908 is prematurely wearing out, particularly in units that shipped with v1.X firmware. We found that the SD card was being written to excessively in this earlier firmware which decreases its life significantly. Eventually the SD card will fail and the m908 will stop operating. This corresponds to m908 serial #'s 908000400 and below, Dec 2022 and earlier.

In firmware release 2.1.8, we have added an SD card life monitor readout to the status page of the web UI. This allows m908 users to prepare for an SD card replacement once the life of the card gets close to exhaustion.

Going forward, we will be switching to a more durable SD card with 10X the endurance along with improving the m908 code to minimize the amount of data written to the card. We expect SD card life to improve to 10+ years.

We strongly recommend that all m908 users that had units shipped with v1.X firmware contact us for a replacement SD card as soon as possible to avoid any down time. Please contact the service department by phone (303) 823-8100 x105 or e-mail to [service@gracedesign.com](mailto:service@gracedesign.com) with the unit serial #, shipping address, phone #, and a copy of the workflow(s) so we can pre-load the SD card for a seamless transition. Instructions for SD card replacement can be found in the support documents section.

We thank you for choosing Grace Design and hope to continue to provide the worlds best user experience!

Sincerely,  
The Grace Design Team