



Duty-Size Light-For-Life Charger Upgrade Program FAQs

Q1. Why is the 5.11 Tactical Duty Light UC3.400 (Model #53000) no longer available?

A1. We have developed a new series of rechargeable battery-powered lights with superior performance attributes and more attractive pricing. You can find out more about these lights at www.511tactical.com/All-Products/Flashlights.html.

Q2. Have there been any problems with the Duty Light?

A2. There have been a small number of overcharging issues involving Duty Light units, primarily those that have been “hardwired” to vehicles’ electrical systems.

Q3. What is the cause of this overcharging?

A3. The cause has been identified as being large power transients or voltage spikes, which are prevalent in some vehicular power systems, causing the circuitry in the charger to fail in a manner that ultimately results in the flashlight overcharging.

Q4. What can happen to the Duty Light if it overcharges?

A4. In the rare instance in which a Duty Light experiences overcharging, the light might swell or become warm to the touch. In an even smaller number of instances, the overcharged capacitors might “vent” by design to avoid rupturing, which can result in the melting of a hole in the flashlight casing.

Q5. What is the “fix” for this issue?

A5. The solution is to provide additional protection against power spikes by adding a filtering device to the charger’s main power line. We are making two different options for this solution available to you, depending upon how your charger is installed: For Duty Lights that are “hardwired” into a vehicle’s electronics, we will provide a free retrofit kit, including an attachable Transient Voltage Suppressor (“TVS”) and a fuse, along with simple but detailed instructions. In addition, we will make enhanced charger units available (with an imbedded TVS) to customers who elect to return the charger for replacement, while quantities last.

Q6. How do I know if this will happen to my flashlight?

A6. Voltage spikes are more prevalent in vehicles utilizing multiple pieces of electronic peripheral equipment (such as radios, computers, warning or safety lights, etc.) or those that have the charger hardwired directly into modified power distribution systems (most often by Police or Fire Departments). Duty Lights shipped by 5.11 after July 2011 featured a more robust charger design and have not experienced overcharging issues.

Q7. How do I know if my unit might already have an upgraded charger?

A7. We added unique markings on units with an upgraded charger. These markings include: (a) a small blue dot on the product packaging, (b) a small white dot on the base of the charger.



Bottom of Charger Base



Product Packaging

Q8. If I only run my charger on the AC adapter and never use it in a car do I still need to upgrade?

A8. We have never received a report of voltage spikes resulting in overcharging on an AC adapter.

Q9. How long will it take to get the upgrade parts I need for my flashlight?

A9. We have all of the required upgrade parts in stock and they can be shipped within two business days of a customer's request. Product replacements can also be made very quickly, while quantities last.

Q10. What is this going to cost me?

A10. There is no cost to you for this service. We will provide the TVS upgrade kit at no charge and any product replacements will be made at our expense.