

PRODUCT ADVISORY LETTER (PAL)

PRODUCT ADVISORY LETTER NO.: CU46-25001 (Release of UPLC3 V1.02 firmware)

DATE: October 17, 2025

AFFECTED PRODUCT(S): UPLC3

AFFECTED MODULE(S): All UPLC3 Transceiver modules (CU20-XVRM1-002)

RECOMMENDATION: AMETEK Power Instruments recommends that all customers do this firmware upgrade at their next scheduled outage.

All UPLC3 orders shipping after October 31, 2025, will include firmware version 1.02 by default, unless AMETEK Power Instruments has already been notified or receives notification by that date.

Customers who wish to:

- **Lock in firmware version 1.01** for future UPLC3 orders, or
- **Receive version 1.02** on orders shipping **before October 31, 2025**

must contact Sales at power.sales@ametek.com or call **800-785-7274** and clearly specify their firmware preference when placing the order.

NERC CIP CYBER SECURITY NOTICE: Event logging of login attempts with incorrect web page password was added in this release.

CORRECTIVE ACTION: This is an UPLC3 upgrade for the latest version 1.02 firmware. Customers with UPLC3 version 1.01 firmware can request firmware to be sent via secure FTP with hash code and follow the directions in the release notes to upgrade themselves. Should you need help, please contact customer service at repair.pulsar@ametek.com or 800-785-7274.

TECHNICAL DETAILS:

Please refer to the Firmware Release Notes document for all the details of what has been changed in this firmware. This release is classified as a minor release with minimum change to the core code functionality. Below are the main things that changed in this 1.02 firmware versus the last 1.01 firmware.

1. Existing 4 blue front panel LEDs are now user programmable.
2. Added I/O status web page and improved front display I/O status.
3. Added ability to remotely pulse certain alarm outputs for 5 sec.
4. Reduced Ethernet UDP port scan time to under 1 minute.
5. Added event log for 3 consecutive incorrect web page password attempts.
6. Removed need to clear browser cache data after upgrading to 1.02 firmware.
7. Fixed an issue when after switching from On-Off to FSK mode or vice versa and then loading your own xml setting files at least 2 times or more that the operation of the outputs and SOEs were incorrect. This situation is very uncommon.

Also, having a different firmware version on one end of the line as compared to the other end should not present any problems. Any known unresolved issues in this firmware release are included at the end of the Version 1.02 Release Notes document.

You can identify UPLC3 firmware version numbers from the front panel keypad [Press Set, enter password (4050 default) then set again, and enter "4" for view revisions] or from the web-browser interface [Log in and look at lower left corner of any web page for the FW Ver.].

Power Instruments appreciates your past support, and we want to continue to provide you with the best service possible. Please help us by letting us know if future notices should be sent to another individual.