



PRODUCT ADVISORY LETTER (PAL)

PRODUCT ADVISORY LETTER NO.: CU46-16003

DATE: June 29, 2016

AFFECTED PRODUCT(S): UPLC/UPLC-II

AFFECTED MODULE(S): All UPLC Transceiver modules (CU20-XVRMN-001) with version 4.03 or 4.05 (PPC) firmware.

SYMPTOM(s): When in FSK mode and TRIP key is applied to both ends of a line simultaneously, the transmit output does not follow the Trip key input completely and may be shifted in time or truncated depending on how long the Trip key is applied for. When in ON-OFF mode there are no issues.

RECOMMENDATION: This is a mandatory upgrade for those using this unit in FSK mode with version 4.03 or 4.05 (PPC) firmware as it affects protective relaying functionality. Ametek recommends that all customers do this upgrade or take the unit out of service until the upgrade can be done.

CYBER SECURITY NOTICE: No changes were made in this firmware that affect cyber security.

CORRECTIVE ACTION: This is an upgrade for the latest version of firmware, which is version 4.06. Customers with UPLC versions 2.00 to 4.05 (PPC) firmware can download the firmware update files from the ametekpower.com website and follow the directions in the release notes to upgrade themselves. Directions on downloading files were included in the email sent to all UPLC customers on record. Should you need additional details, please call our customer service at phone # 800-785-7274. Units which have version 1.xx (PPC) firmware or older hardware Transceiver boards CU20-XVRMN-001 rev. 4 will require sending the UPLC Transceiver modules (CU20-XVRMN-001) in for updating by Ametek. If needed, advance replacements can be supplied on a limited basis and the affected modules can be returned using the same packaging. Call Ametek at phone # 800-785-7274 (customer service) and reference this PAL to obtain an RMA number. This modification to the Transceiver board, if needed, is available at no charge and will not affect any applicable warranty.

TECHNICAL DETAILS: When version 4.03 firmware was created on 11/25/2015, diagnostic code was accidentally left in the firmware which, under some conditions of processor tasks involving FSK keying, causes the processor to freeze up for several milliseconds of time. Version 4.06 firmware is identical to 4.05 except that it fixes this problem. No other changes were made.

Upgrading one end prior to the other end should not present any problems unless the other end has version 4.03 or 4.05 code. In that case both ends would need to be upgraded before putting into service. You can identify version numbers from the front panel keypad [Press Set, enter password (4050 default) then set again, enter "2" for configure, enter "4" for view revisions, Power PC ver._] or from the web-browser interface (Admin page, software/firmware tab, to view PPC ver.__ and Transceiver board hardware revision__).

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

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