

ELECTRO INDUSTRIES - FIELD SERVICE BULLETIN

Bulletin Number 1108 Date 04-16-07

Product Name Electro GenConnect/Transconnect – Semi-Automatic Models

Affected Product Model Numbers: LG-**0M***, uses 3619A single control board

Serial # _____ through _____

ARL # _____ through _____

Production Date 3/15/07 through Present

FIELD INFORMATION

Issue

The original models have various software test routines to make sure both 240 legs are low (below 30 volts) prior to declaring outage and allowing standby transfer. This is typically called “unstable”. Experience indicates this represents a field issue and request were made to find a way to transfer by only detecting one leg and assuming the other leg has some unknown feedback voltage.

Solution

The updated 3619A board and accompanying version 1.90 software provides additional logic and software routines in order to remove the “unstable” mode.

All units manufactured after the above date include the 3619A control board and version 1.90 software chip.

Notice

The updated 3619A board requires the version 1.90 software. This cannot mixed/matched with previous control boards or software version for field troubleshooting/replacement.

Alert Warning

With this change there is a slight compromise on whether or not the board logic and software can detect a welded 200-amp transfer contact. If there is one contact welded or fails to open during transfer and it happens to be the leg which has the feedback or unknown voltage from the utility, there is a possibility the generator voltage will be out of synch with whatever is feeding back from the utility. In most cases the control board should again immediately open up the generator relay and basically cycle with minimal system damage, but rapid cycle could result.

Installation Manuals

Operational and troubleshooting paragraph which includes the “unstable” sections can be ignored.

Instruction addendum LD115 is packed with each unit.

Approval  Date 5-15-07