

FIRMWARE ANOMALY WITHIN AN IDENTIFIED BATCH OF EFL RELAYS

Summary	
News Type	Product News
Purpose	To inform customers of a firmware anomaly that was detected in the initial batch of EFL relays.
Product Range	EFL (Stand-alone) & EFL (Internal Barrier) within nominated serial range.
Target Audience	Customers who have purchased an EFL within the below serial number range.
Date of Issue	14 th August 2015

SUMMARY OF THE ISSUE

An anomaly has been identified in the firmware for the initial production run of the EFL earth fault lockout & frozen contactor protection relay. The Stand-Alone EFL (14 units) and the EFL with Internal Barrier (5 units), within the noted serial ranges are affected.

This firmware anomaly can extend the time that the EFL relay will allow for back emf (electromotive force) voltages to subside when performing its frozen contactor test. The duration of the extension is related to the capacitance and inductance in the outlet cable and will be between **1 to 10 seconds above the setting** on the fascia of the relay. For example if back emf delay time is set to the maximum setting of 20 seconds, the actual time delay could be between 21 and 30 seconds.

Affected Serial Numbers		
Part Number	173151	173175
Description	EFL Relay (Stand-Alone)	EFL Relay (Internal Barrier)
Serial Number Range	1507001021 – 1507001030 (inclusive) 1507001405 – 1507001408 (inclusive)	1507001016 – 1507001020 (inclusive)

IMPLICATION

AS/NZS 2081 (2011) stipulates that the back emf delay for frozen contactor protection relays must not exceed 20 seconds. Thus, if the EFL's back emf time is set to above 10 seconds the affected relays may no longer be compliant to the standard in this respect.

REQUIRED ACTION

Ampcontrol recommends that customers who have purchased the affected EFL relays ensure that the back emf timers on these relays are set to a maximum of 10 seconds to ensure that compliance is maintained to the AS/NZS 2081 standard.

A firmware upgrade has been created to remove this anomaly. All EFL relays manufactured moving forward will not experience this issue.

If customers require a firmware upgrade for their affected units, they can contact Ampcontrol Customer Service to arrange for them to be returned to Ampcontrol CSM.

FIND OUT MORE

For more information on this product, contact Ampcontrol Customer Service on +61 1300 267 373 or customerservice@ampcontrolgroup.com or visit the Ampcontrol website: ampcontrolgroup.com

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