PRODUCT ADVISORY LETTER (PAL)

PRODUCT ADVISORY LETTER NO.: CU46-19002

DATE: December 16, 2019

AFFECTED PRODUCT(S): UPLC-II

AFFECTED MODULE(S): Front Aux Display Card CU**20**-DP1A3-001 Rev. 3 or lower (on white label) that shipped before 4/8/2019. If labeled Rev 3, some boards still may not need the change as a long visible green wire jumper was added to the top of the board. We recommend trying to measure continuity (<2 ohms) between the front ethernet port metal shell and any screw on the metal chassis. If there is no continuity, then you need this upgrade, otherwise you don't.

SYMPTOM(s): The front panel Ethernet metal shell is susceptible to Electrostatic Discharge (ESD). If enough static charge is applied the Display will reset and may show odd characters temporarily. Also, the four front LEDs may indicate incorrectly.
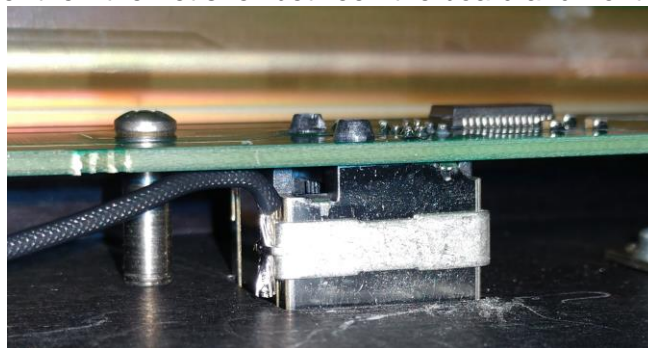
RECOMMENDATION: AMETEK recommends the corrective action listed below be taken for all UPLC-II in an environment prone to ESD. This ESD issue **DOES NOT** affect the carrier functionality of the UPLC-II or the protective relaying functionality.

NERC CIP CYBER SECURITY NOTICE: No changes were made that affect cyber security.

CORRECTIVE ACTION: Call AMETEK Power Instruments Customer Services at **800-785-7274** to request an ESD grounding cable # 1089-209 for each UPLC-II that needs to be corrected. This modification is available at no charge and will not affect any applicable warranty.

- Ensure that the protection scheme using the UPLC/UPLC-II at the substation is locked out. *
- Open the Front Door.
- Power off the UPLC-II by pulling the Power Supply card or other external method if available. *
- Snap on the clip over the Ethernet shell between the board and front door.

* (If needed, the unit can be kept in service, and this can be done without powering down. Care should be exercised to prevent accidental shorts against the PC board with the jumper.)
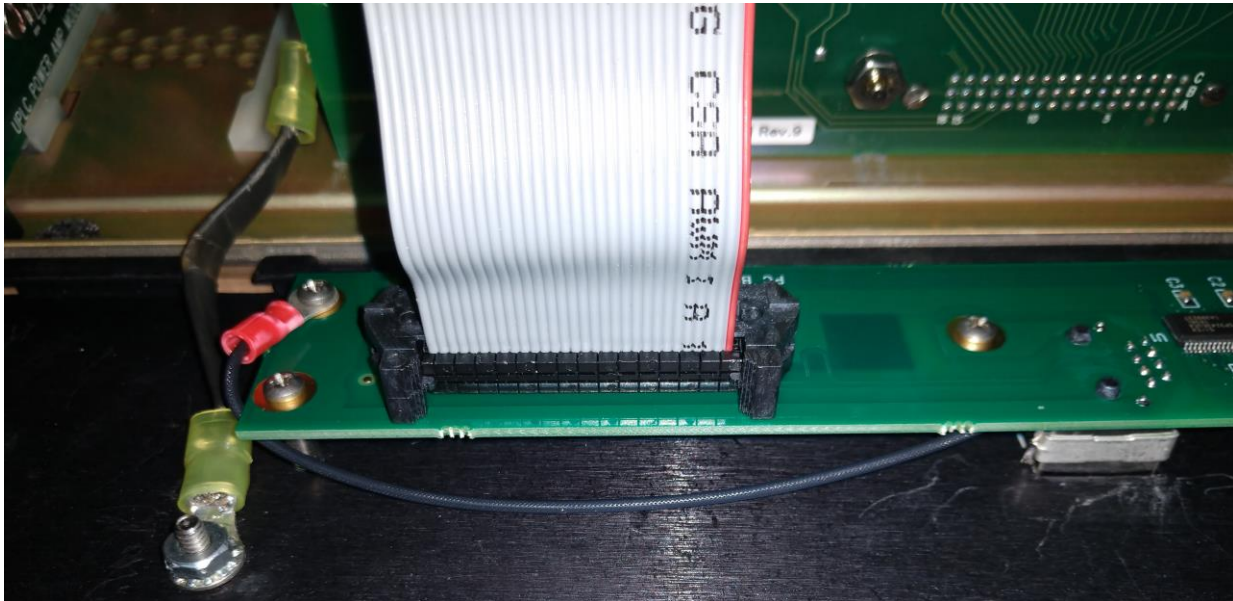
- Unscrew the one board support screw (shown in top left corner of board) and route the wire under the board, around the post and back up to the top board screw (per the pictures below).

- Attach the lug using the board support screw.
- Re-power the unit per your procedures.

TECHNICAL DETAILS: The Ethernet metal shell is ungrounded. This allows ESD to travel from the Front Aux Display Card to the main Front Display card and cause a display reset. This reset only affects the display and the **TX RF ON** LED which in units set in the On/Off mode will erroneously illuminate without the unit transmitting. This LED will correctly reset to normal when the unit transmits.

This issue has mainly shown up in carpeted labs but has been reported in a few substations. Touching the metal chassis, which allows the ESD on your body to discharge, before plugging or unplugging the Front Port Ethernet cable usually prevents this issue from occurring.

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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