



PRODUCT ADVISORY LETTER (PAL)

PRODUCT ADVISORY LETTER NO.: CU46-19004

(UPLC/UPLC-II Display Module not displaying clearly)

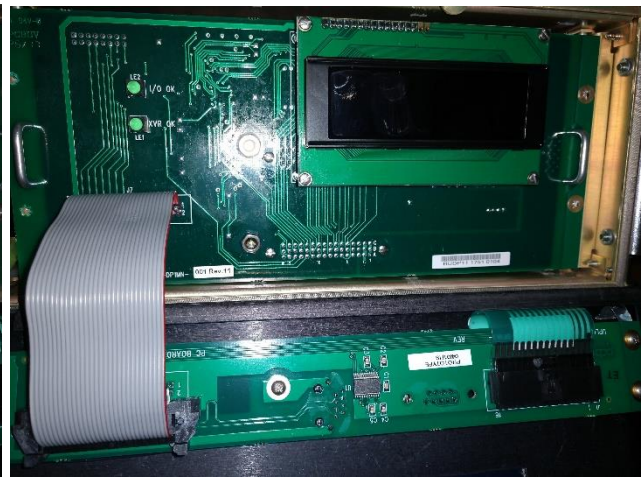
DATE: November 20, 2019

AFFECTED PRODUCT(S): UPLC-II

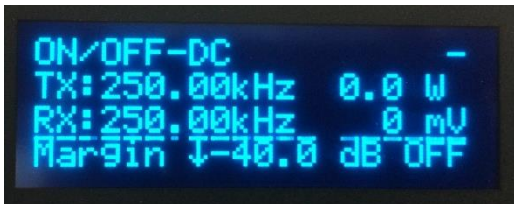
AFFECTED MODULE(S): Front Display Board CU20-DP1MN-001 Rev.11 (on white label) with OLED Display Module (shown below) that is displaying the symptoms below.

VFD Display Module

OLED Display Module



SYMPTOM(s): OLED Displays showing permanent horizontal or vertical lines or that are very dim. Pictures of some examples below:



RECOMMENDATION: AMETEK recommends the corrective action listed below be taken for all UPLC-II with OLED displays with similar symptoms. This display issue **DOES NOT** affect the carrier functionality of the UPLC-II other than being able to read the front display.

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

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CORRECTIVE ACTION: Call AMETEK Power Instruments Customer Services at **800-785-7274** to request an RMA for a Replacement Display Board with a later Rev OLED Display Module. This modification is available at no charge and will not affect any applicable warranty.

Additionally, unless you tell us otherwise, an ESD ground wire (PAL CU46-19002) will be sent as well so this can be installed at the same time while the UPLC-II is unpowered.

Once you receive the replacement Front Display Board follow these steps for installation:

1. Ensure that the protection scheme using the UPLC/UPLC-II at the substation is locked out.
2. Open the Front Door.
3. Power off the UPLC-II by pulling the Power Supply card or other external method if available.
4. Unscrew the 4 Display Board mounting screws.
5. Disconnect the gray ribbon cable to the Aux Display Board.
6. Remove the Display Board.
7. Install the replacement Display Board.
8. Reconnect the ribbon cable to the Aux Display Board.
9. Reinstall the 4 Display Board mounting screws.
10. Refer to ESD PAL CU46-19002 (if applicable).
11. Re-power the unit per your procedures.

Ship the Defective Display Board in the same packaging the replacement came in back to:

AMETEK Power Instruments
4050 NW 121 Ave.
Coral Springs, FL 33065
Attn: AR RMA xxxxxx (RMA number assigned)

TECHNICAL DETAILS: The Okaya OLED module was found to have failures due to manufacturing issues at the vendor. Steps were taken to screen these defective OLED modules at AMETEK, but it was found that failures could present themselves after our standard 3-day burn-in cycle done on all UPLC-II.

Okaya has communicated to AMETEK that they have improved their manufacturing process and quality control this year. OLED modules with a 2019 or higher manufacturing date should not have these issues.

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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