Rockwell Automation

⚠ **PRODUCT NOTICE**

Notice of Potential Product Concern

Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

PowerFlex 755TL Frames 5 and 6 DC Bus Overvoltage Condition

Reference: 2019-06-002

Date: June 2019

This Product Notice informs you of an anomaly that exists with the PowerFlex® 755TL drives, frames 5 and 6 only. When used with firmware revision 4.002, under normal operating conditions, the drive can observe a false DC bus overvoltage condition.

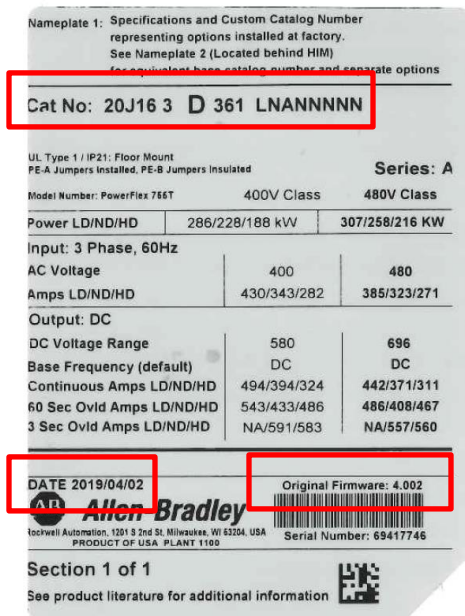Correction requires upgrading your drive to version 4.003 or later.

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– Product Identification –

The affected products are the PowerFlex 755TL drives, frames 5 and 6 only. Affected product was manufactured between January 1, 2019 and May 9, 2019, and uses firmware revision 4.002.
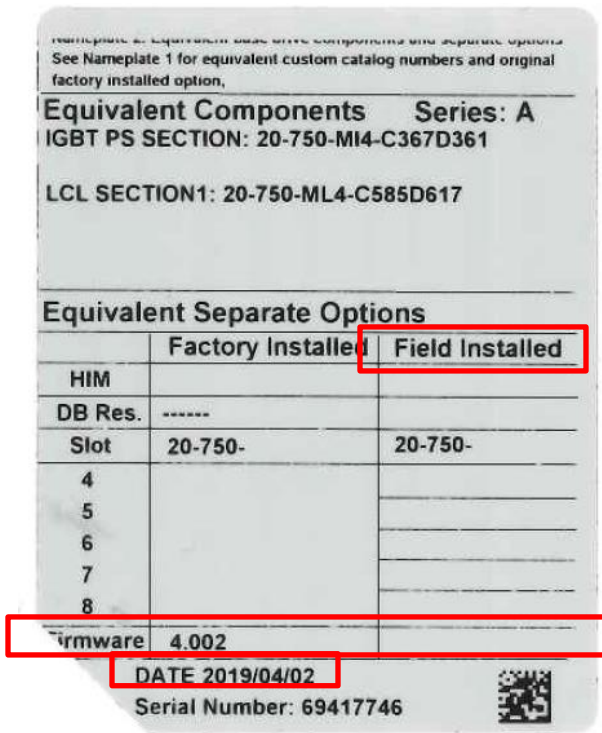
Product Catalog Numbers	
400VAC, 3PH	**480VAC, 3PH**
20G17NC015LNANNNNN	20G17ND014LNANNNNN
20G17NC022LNANNNNN	20G17ND022LNANNNNN
20G17NC030LNANNNNN	20G17ND027LNANNNNN
20G17NC037LNANNNNN	20G17ND034LNANNNNN
20G17NC043LNANNNNN	20G17ND040LNANNNNN
20G17NC060LNANNNNN	20G17ND052LNANNNNN
20G17NC072LNANNNNN	20G17ND065LNANNNNN
20G17NC085LNANNNNN	20G17ND077LNANNNNN
20G17NC104LNANNNNN	20G17ND096LNANNNNN
20G17NC140LNANNNNN	20G17ND125LNANNNNN
20G17NC176LNANNNNN	20G17ND156LNANNNNN
20G17NC205LNANNNNN	20G17ND186LNANNNNN
20G17NC260LNANNNNN	20G17ND248LNANNNNN

Important – Nameplate and carton label information will show the factory installed firmware version information. Firmware may have been updated in the field. Prior to implementing corrective actions, verify the current firmware version using the product's Human Interface Module (HIM) or an online tool such as Connected Components Workbench™ (CCW) or Studio 5000 Logix Designer®.

For installed product, the product identification information may be found on the product nameplate, located on the side of the product. The catalog number will be in the Cat No field, the date of manufacture in the DATE field, and the as shipped firmware in the Original Firmware field.

In the example shown to the left, the catalog number is 20J163D361LNANNNNN, the date of manufacture is 2019/04/02 (April 02, 2019), and the as shipped firmware version is 4.002. The catalog number does not match one of those listed in the Product Identification section of this document. This product would not be subject to this notification and is shown here as an example only.
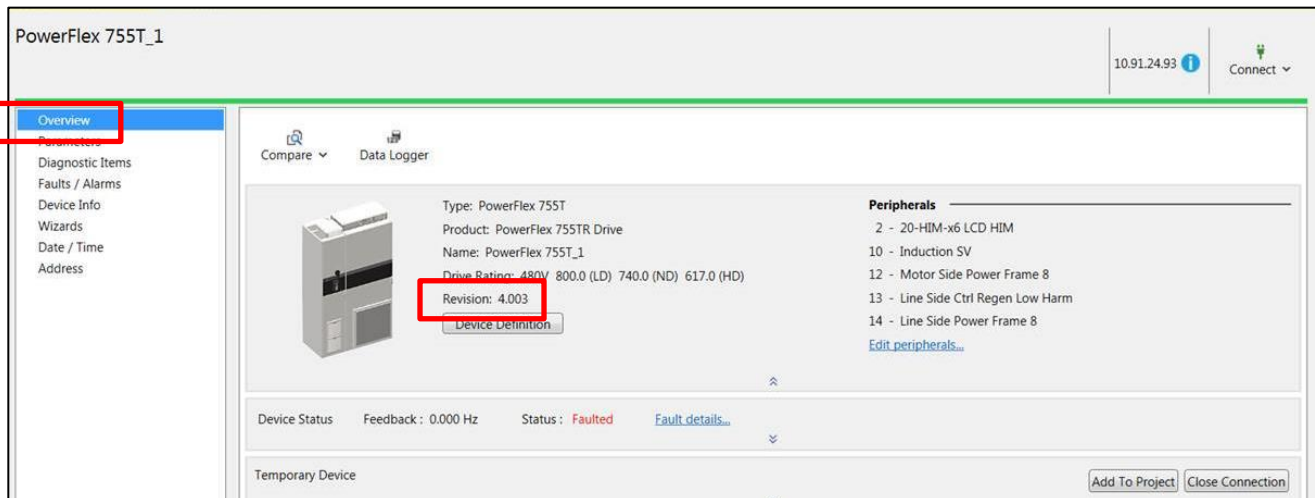
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Date of manufacture and firmware information may also be found on the label located under the human interface module (HIM). The date of manufacture is in the DATE field and the as shipped firmware is in the Firmware field. In addition, firmware updates may be shown in the Field Installed column.

In the example shown to the left, the date of manufacture is 2019/04/02 (April 02, 2019) and the as shipped firmware is 4.002. No field installed updates are listed on this example. This product would be subject to this notification if the catalog number shown on the product nameplate matches one of those listed in the Product Identification section of this document.

Important – Use of the Field Installed column is optional. Firmware may have been updated in the field without updating this label. Prior to implementing corrective actions, verify the current firmware version using the product's Human Interface Module (HIM) or an online tool such as Connected Components Workbench™ (CCW) or Studio 5000 Logix Designer®.

The currently installed firmware revision may be found in Connected Components Workbench™ (CCW) on the Overview page for the product. The firmware revision will be in the Revision field. In the example shown below, the firmware revision is 4.003. This product has been upgraded to correct for the anomaly and would not be subject to this notification.

If your PowerFlex 755T drive has a Human Interface Module (HIM) installed you can find the currently installed firmware by following these steps:

1. Select port 0
2. Scroll left to diagnostics
3. Scroll down to device version
4. Press Enter

– Description –

An anomaly exists with the PowerFlex® 755TL drives, frames 5 and 6 only. When used with firmware revision 4.002, under normal operating conditions, the drive can observe a false DC bus overvoltage condition.

When an internal DC bus overvoltage condition is detected, the drive will fault with an Over Voltage fault code 10107 or 11107.

Note – An internal DC bus overvoltage condition may be the result of conditions not related to firmware version 4.002. If, after updating your PowerFlex 755T drive to firmware version 4.003 or later, you continue to experience this fault you should follow standard PowerFlex drive troubleshooting practices.

– Temporary Workarounds –

No workaround has been identified. The drive's firmware must be updated as described in the following Correction section.

– Correction –

Correction requires updating the drive's firmware to version 4.003 or later. Drive firmware is available on the Rockwell Automation Product Compatibility and Download Center (PCDC) at https://compatibility.rockwellautomation.com/Pages/MultiProductDownload.aspx. Enter "PowerFlex 755TL" in the search field and select firmware version 4.003 or later. Follow the instructions provided in the release notes to install the firmware.

Rockwell Automation will accept requests for repair (where applicable) or replacement product for a period of 18 months from the initial publication of this Product Notice.

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

• Check if you have a product affected by this Product Notice. Refer to the Product Identification and Description sections of this document for product identification assistance.
• Continue to check incoming shipments for potentially affected product. Product in transit or in non-Rockwell Automation inventory may continue to contain potentially affected product for a period of time after the publication of this document.

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- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect℠ support contracts should reference this Product Notice when calling.
- Customers with TechConnect support contracts may be able to chat online with support representatives. Reference this Product Notice when connected to a support engineer.

The most current version of this Product Notice is posted on the Rockwell Automation Support Center, http://www.rockwellautomation.com/knowledgebase, as ID number 1087736. Additional languages may also be available at the end of this article attached as downloadable PDF documents.

If this Product Notice does not affect you because you do not have the products any longer, or if you are a Distributor, Rockwell Automation asks that you forward a copy of this notice, with any identifying documentation, immediately to the person or company that now has the product. We also ask that you contact Rockwell Automation Technical Support and provide the location of the affected units.

We appreciate your immediate cooperation. If you have any questions, please contact us.

Sincerely,

ROCKWELL AUTOMATION

You can register for Automatic Product Safety Advisories and Product Notices from Rockwell Automation by email. Go to the Support web page at http://www.rockwellautomation.com/support and click the *Search Knowledgebase – Get Answers* link. Sign in with your TechConnect Account or free Rockwell Automation Member Account and you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

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Appendix A
Regional Technical Support Information

The following list can help you to contact the correct technical support center for your location. If your country is not listed, you can find a customer support number for your location by going to the Rockwell Automation Knowledgebase as https://rockwellautomation.custhelp.com. Mouse over *Support* and select *Find Local Support*, then enter your location information. If you have a TechConnect℠ support contract, please use the telephone number supplied to you with the contract.

Region / Country	Phone Number ( ) International Code
Asia/Pacific	
Australia	1 800 762 593
China	400 620 6620
Hong Kong	+852 2887 4666
India	1 800 2000 121
Japan	03 3206 2785
Korea	(82) 2 2188 4400
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	080 902 0908
Thailand	(66) 2936 1500
Caribbean	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
Central America	
Argentina	800.666.0320
Belize	(1) 440 646 3650
Bolivia	(54) 800 10 0632
Brazil	(55) 11 5189 9500
Chile	800.53.0012
Colombia	01.800.700.2107
Costa Rica	0800.013.1215
Ecuador	58.212.949.0611
El Salvador	(52) 55 5246 2010
Guatemala	1.800.288.0108
Honduras	(52) 55 5246 2010
Mexico	001.888.365.8677
Nicaragua	(52) 55 5246 2010
Panama	001.800.203.3475
Paraguay	(54) 11 5554 4000
Peru	0800.535.36
Suriname	(1) 440 646 3650
Uruguay	(54) 11 5554 4000
Venezuela	800.1.00.3062

Region / Country	Phone Number ( ) International Code
Europe	
Austria	(49) 211 41553 664
Belgium	(32) 2 716 8411
Czech Republic	(420) 28401 5911
Denmark	(45) 43 466 006
Finland	(358) 958 447 419
France	(33) 825303132
Germany	(49) 211 41553 664
Hungary	(420) 28401 5911
Ireland	(44) 01908 635245
Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
Italy (Bologna,Firenze,Napoli, Roma e Torino)	(39) 199 11 99 22
Morocco	(33) 825303132
Netherlands	(31) 10 266 55 80
Poland	(48) 22 32 60 707
Portugal	(1) 440 646 3223
Slovakia	(420) 284015911
Spain	(34) 902 30 93 30
Sweden	(46) 46 19 93 91
Switzerland (German)	(41) 0844 84 84 11
Switzerland (French)	(41) 0844 84 84 12
Switzerland (Italian)	(41) 0844 84 84 13
United Kingdom	(44) 01908 635245
North America	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223

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