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**15 Sep 2016**

**DeadEasy 32**

**Product Bulletin No.3**

**DeadEasy – Incorrect PCB Main Fuse F1**

Symptom

Fails to power up or powers up for a period less than 5 seconds, or

No Symptoms

Units affected

Hexadecimal Serial Numbers 6 to 19 shipped 15 June 2016 to 9 Sep 2016

Safety Exposure

Nil

Problem

PCB Main Fuse F1 incorrect component

Customer Action

If failure has been experienced, record serial number, circuit/switchboard location, remove DE32 base (DIN rail mount electronics) only and return to Redbusbar. There is no need to return HMI or any cabling.

If failure has not been experienced, two options are available:

- Follow the above procedure and return to Redbusbar for checking/modification
- Do nothing. If / when the unit fails with these symptoms follow the above procedure and return to Redbusbar for checking/modification. It is likely that if the DE32 is working in its current installation now it will continue to do so

Detail

In September 2016 we received information from a customer reporting that on power up, DE32s were either not working at all or flashed the front amber CPU Alarm LEDs momentarily before not working. Further investigation by the customer revealed that the DE32 PCB Main Fuse F1 had blown on all non-working units. When the fuse was bridged out, DE32 operated normally. Investigation at Redbusbar revealed that Fuse F1, specified as a 1.25A slow blow fuse, had been substituted during construction with a 1.25A fast acting fuse. When the DE32 was powered by a high current (10A) DC power supply, the power supply’s low source impedance led to a higher DE32 in rush current which caused the fast acting fuse to blow. This error made during construction was not identified during 100% testing as the DE32 test rig incorporates a high source impedance (2A) power supply.

It is our intention to repair affected DE2s at our cost. Normal warranty will be unaffected.

In general, we suggest that the HMI and DE32 base carrying the same serial numbers be kept together in the installation as they are both from the same construction batch.  Please bear this in mind when removing the DE32 base.