



Product Advisory

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Introduction

This advisory notifies BE1-700 Digital Protective Relay users of a potential issue that may cause a reset or lockup of the device's internal microprocessor. A reset or lockup of the microprocessor can result in a loss of BE1-700 protection features. Prompt consideration of this issue is highly recommended by Basler Electric.

Affected Products

BE1-700 Digital Protective Relays meeting the following criteria are affected by this advisory.

Revisions: AD through AE

Serial numbers: H02754446 through H02855468

Ship dates: April 23, 2020 through February 5, 2021

Issue Description

An issue was identified on the BE1-700 with the analog circuit board where the edge card connector may be inserted past the normal contact mating surface. In some cases, this can result in an open circuit and break connections between the unit's internal circuit boards. If this occurs, the BE1-700 may experience a reset or lockup of the internal microprocessor and may indicate an analog failure alarm or show a black or pixelating LCD screen. Upon reset, the BE1-700 will initiate an automatic recovery routine and attempt to restore normal operation. During the automatic recovery process, a relay trouble alarm is indicated and the normal protection features and output relays are disabled. If the automatic recovery is not successful, the BE1-700 will remain locked up with a relay trouble alarm indication and the normal protection features and output relays will be disabled.

Solution

Basler has developed a spacer that when installed will prevent the edge card connector from being over inserted. Users experiencing these symptoms should contact Basler Electric Technical Support at +1 618.654.2341 to request a Return Merchandise Authorization (RMA) to return the unit for repair.