



Product Advisory

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Introduction

This document advises DGC-2020HD users of an issue where the analog load sharing function does not perform as intended. Prompt consideration of this issue is highly recommended by Basler Electric Company.

Affected Products

DGC-2020HD controllers affected by this advisory were shipped from December 8, 2022 through January 3, 2023 and have serial numbers between the range of E03129725 and E03140060.

Issue Description

A DGC-2020HD issue was identified where an output resistor was omitted from the analog load share line output circuit at terminals 69 and 70. In a paralleled generator configuration, the resistor ensures that each generator contributes a proportional amount of power to allow the generators to share the total load. Without the resistor, a generator may supply no power or may attempt to supply the total load. This issue affects only systems with two or more generators that are connected in parallel and using analog load sharing. Applications with a single generator or paralleled generators utilizing network load sharing are not affected by this issue.

Solution

For systems requiring analog load sharing, the DGC-2020HD should be returned to Basler Electric for installation of the missing resistor.

Please contact Basler Technical Sales Support at +1 618.654.2341 (USA), +86 512.8227.2888 (China), or +65 68.44.6445 (Singapore) for additional information or to arrange for return of a product for test and rework.