

## SERVICE BULLETIN

Original Issue Date: **1/03**

Model: **DXPower 1000™ Automatic Transfer Switches**

Market: **ATS**

Subject: **Control Board Failure in Some 480-Volt Applications**

### Introduction

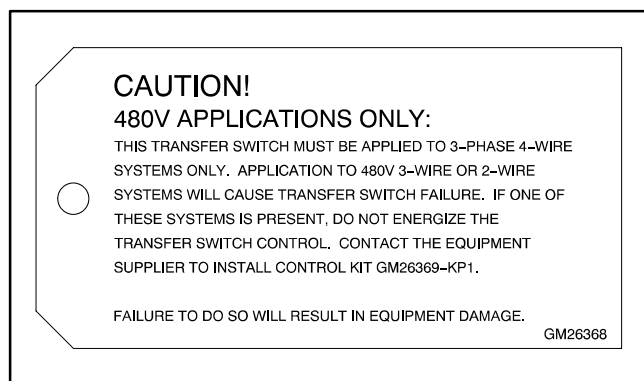
This service bulletin describes a potential service issue on existing DXPower 1000™ transfer switches used in 480-volt applications where 3-phase, 4-wire wye connections are not used. The concern applies to transfer switches using ungrounded wye, ungrounded delta, or corner-grounded delta connections. In these applications, the power supply on the control board may fail. Should this occur, the transfer switch will not function.

### Service Kit

Service kit GM26369 has been released for DXPower 1000™ transfer switches installed in 480-volt applications other than a 3-phase, 4-wire system.

### Caution Tag

Transfer switches shipped from the manufacturer after September 15, 2002, have a red caution tag attached to the lead connector of the switch. The tag is shown in Figure 1.



**Figure 1** Caution Tag

### Required Field Action

Perform the following additional startup procedures for all DXPower 1000™ transfer switches installed in 480-volt applications:

1. Verify that both the normal and emergency sources are connected in a 3-phase, 4-wire, wye configuration. Ungrounded wye, ungrounded delta, or corner-grounded delta systems require installation of service kit GM26369.
2. If there is any question about how the power sources are connected to the transfer switch, perform the source voltage checks outlined in Section 3.7.2 in the transfer switch Operation/Installation manual, MP-6126. All three phases of both the normal and emergency sources should have 480 volts line-to-line, and 277 volts line-to-neutral (ground).
  - A system with no neutral requires service kit **GM26369**.
  - A line-to-neutral voltage of zero (0) volts on one of the phases indicates that the system is a grounded-phase system. Service kit **GM26369** is required.
3. Systems with 4-pole transfer switches must be inspected to ensure that both the normal and emergency source neutrals are grounded at their source.

Routing	Service Manager	Sales Manager	Parts Manager	Technician No. 1	Technician No. 2	Technician No. 3	Return This to
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4. If the transfer switch requires installation of service kit GM26369, order the kit through Service Parts.

**Note:** If travel time and mileage to perform this repair are expected to exceed the maximum allowed according to the published warranty policies and procedures manual, please contact the warranty department **prior to** performing the repair. *Prior approval must be obtained or the claim will be paid according to published warranty policies.*

5. After installing the service kit, file a warranty claim. Normal warranty policies for travel time and mileage will apply.

- Use part number **GM26369** as the Primary Failed Part.
- Use Flat Rate Code **5294** for kit installation.
- Flat rate time allowed is **2** hours.
- Use Failure Code **RE**.

**Note:** Please file one claim for each kit installed.

If you have any questions, please contact the Generator Service Department.