

Date: March 6, 2019

Reference: Cooper Power Series Form 6 recloser control advisory – Sync Check functionality

Dear Valued Eaton Customer,

This advisory affects Form 6 Triple Single (TS) recloser controls operating in the 3-phase Trip, 3-phase LO (Ganged Mode) triple-single operation mode with the following versions of installed firmware:

ProView™ 4.0.1  
ProView 5.0

The schemes shipped with these versions of firmware include a sync check feature that, when enabled, will inhibit the closing of the connected switchgear until the customer specified synchronism conditions are met. If these conditions are not met within the customer specified time setting, the control will issue a Sync Close Alarm. Should the customer specified synchronism conditions be met after the Sync Close Alarm is issued the control will issue an unexpected close command thus energizing the line.

**WARNING!** **Use of the sync check functionality in the affected product could result in the unexpected energization of the line.** Do not rely solely on Sync Close Alarm to Lockout the control and recloser. Always establish a visible disconnect before working on connected lines and follow established safety practices. Failure to comply could result in death, serious bodily injury or equipment damage.

**Customer Impact:**

This notice pertains to Form 6 Triple Single (TS) recloser controls operating in the 3-phase Trip, 3-phase LO (Ganged Mode) Triple-Single operation mode with the following versions of installed firmware:

ProView 4.0.1  
ProView 5.0

**Required Customer Action:**


To assure trouble-free operation of the Form 6 control DO NOT ENABLE the Sync Check functionality on controls operating in the 3-phase Trip, 3-phase LO (Ganged Mode) Triple-Single operation mode with the above listed firmware versions. If Sync Check functionality is required, the user must update the control's firmware to ProView 5.1 or later located at the below web address:

[http://www.cooperindustries.com/content/public/en/power\\_systems/products/controls\\_and\\_relays/recloser\\_controls/proview-software-for-form-6-control1.html](http://www.cooperindustries.com/content/public/en/power_systems/products/controls_and_relays/recloser_controls/proview-software-for-form-6-control1.html)

When sync close conditions are not met, scheme logic running on the updated firmware (ProView 5.1 or later) transitions the control to Lockout, cancels the close command and issues a Sync Close Alarm. To close the recloser, the user must clear the alarm and issue a close command. After the close attempt, the customer specified sync check conditions must be met in the specified time before the recloser will close. If the conditions are not met, the firmware transitions the control to Lockout, cancels the close command and issues a Sync Close Alarm.

Should you need further assistance, please contact your Eaton sales representative. If further support is required, you will be directed to contact Paul Reed.

Eaton is committed to the highest standards of quality and regrets any inconvenience that this situation may cause your organization. However, ensuring our customers have the highest quality products and service is of the utmost importance to us. Thank you for your understanding and cooperation.



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