

Attention to all users upgrading A C445 Motor Management Relay to “Firmware Release 10/17/2018”

Issue: Nuisance ground fault trips following the firmware update.

Cause: The scaling factor of the “GF Trip Debounce” parameter changed from 1 to 1000 in the 10/17/2018 firmware release to allow more resolution. For example, a GF trip debounce value of 5 seconds would be perceived as 0.005 seconds following the firmware update.

Solution: After successfully performing a firmware update to the 10/17/2018 release, read the current value of the “GF Trip Debounce”, multiply it by 1000 and write it back to the same parameter. For example, if the current value of the parameter reads 0.005, change it to 5.000. Please use one of the following methods to make this change,

1. Using the User Interface

The “GF Trip Debounce” parameter is called “Grnd Flt Trip Deb” found under the following:

7. Protections / 6. Ground Fault / 3. Grnd Flt Trip Deb

2. Using the Power Xpert inControl software

Go online with the C445. The “GF Trip Debounce” parameter is in the following category
Protections / Ground Fault / GF Trip Debounce

3. Using the device Web Page

Under “Groups”, select the “Protections Ground Fault” category.
Since the units for “the GF Debounce” parameter are ms, set the value to 5000ms or another value from 1000ms to 60000ms.

Note: If a factory Reset is performed following the firmware upgrade, The GF Trip Delay parameter will default to 1.000 second (1000ms).