PRODUCT ADVISORY
IMPORTANT SAFETY NOTIFICATION

Product:	GS3 Drives	**Number:**	PA-GS-017
Part No.:	GS3 Drives - See Table	**Date Issued:**	6/18/15
Subject:	**SAFETY CONCERN:** GS3 Drive may turn the motor in the wrong direction under certain conditions.	**Revision:**	Rev. A

Products Affected by PA-GS-017								
GS3-21P0	GS3-25P5	GS3-2015	GS3-2030	GS3-41P0	GS3-45P0	GS3-4015	GS3-4030	GS3-4060
GS3-22P0	GS3-27P5	GS3-2020	GS3-2040	GS3-42P0	GS3-47P5	GS3-4020	GS3-4040	GS3-4075
GS3-23P0	GS3-2010	GS3-2025	GS3-2050	GS3-43P0	GS3-4010	GS3-4025	GS3-4050	GS3-4100

Description of Problem

Dear AutomationDirect Customers:

AutomationDirect Product Engineering has discovered a firmware problem in the GS3 family of AC drives. The firmware problem affects all GS3 drive models shipped before May 26, 2015 with firmware versions 1.05 and prior. Drives shipped after this date have firmware version 1.06 and do not have this problem.

Note: Check parameter P9.39 to determine the firmware version in your drive.

You have been identified as having purchased a GS3 drive that may exhibit this problem under very unusual circumstances. **ALL of the following conditions must exist for this problem to occur.**

Condition 1:

The GS3 drive is configured with parameter P3.01 = 1. In this configuration, multi-function inputs 1 and 2, (DI1, DI2), are configured as maintained inputs. Digital input 1, (DI1) is connected to a normally open, maintained, selector switch or contact and provides a run command to the drive. Digital input 2, (DI2) is connected to a normally open, maintained, selector switch or contact and provides a forward / reverse command to the drive.

Condition 2:

An over current (OC) or other internally generated fault* occurs while the GS3 drive is turning the motor in the Reverse direction (DI2 = closed).

*Note: External faults will not cause the problem described in this product advisory.

If both conditions are present and the fault condition is reset, the GS3 drive will indicate forward direction (FWD LED ON). If started, the GS3 drive will turn the motor in the forward direction, rather than the reverse direction commanded by the Reverse selector switch or contact.

WARNING: Operation under the conditions described could result in incorrect direction of rotation with the possibility of injury to personnel or damage to equipment.

If the direction input (DI2) is cycled from Reverse (closed) to Forward (open) and back to Reverse (closed), the drive will ramp to a stop, change direction to Reverse, and then accelerate to the commanded speed as it should. The drive will then operate correctly according to the Forward/Reverse switch position unless and until another internally generated fault occurs.

Tech Support
770-844-4200 / 800-633-0405

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Solution for Problem

IF you are using GS3 drive(s) under the conditions described above, or if you plan to in the future, it is critical that you upgrade drive firmware to version 1.06 as soon as possible.

Customers should contact the AutomationDirect Returns Department and request a GS3 Firmware Upgrade Kit.

AutomationDirect Returns Department:
Phone: 800-633-0405 or 770-889-2858
e-mail ragroup@automationdirect.com

All GS3 drives shipped by AutomationDirect after May 26, 2015 have firmware version 1.06 and do not exhibit the problem described in the advisory.

Temporary Workaround

AutomationDirect is working with the manufacturer to produce GS3 firmware upgrade kits as quickly as possible. Until the kits become available, it is recommended that you cycle the reverse direction input (DI2) after resetting a major fault and before starting the GS3 drive.

Thank you,
AutomationDirect Product Management

Technical Assistance

If you have any questions regarding this Product Advisory, please contact Technical Support at 770-844-4200 or 800-633-0405 for further assistance.