TB 10002, Vigilon, 3400, 32000, Senator 2 and Power Supply Units - Intermittent Earth

Product- Part Affected: Vigilon, 3400, 32000, Senator 2 and Power Supply Units - Intermittent Earth Faults.

Details:
A problem has been identified with the Earth fault monitoring feature of the power supply which means intermittent earth faults may be reported after a period of approximately 9 - 12 months. The condition does not occur during the early life of the product, therefore earth faults reported during commissioning are probably genuine cable faults, water damage etc. If you have a site that exhibits intermittent earth faults after several months of fault free operation, then the problem may be related to the power supply unit. In all other respects the power supply is completely satisfactory and will not affect the normal operation of the system even when an earth fault has been reported.

All power supplies produced after the 8th January 2002 have been modified to prevent the earth fault monitoring failure occurring on systems free of earth faults.

Actions:
On systems that report Earth faults carry out all the usual tests to confirm the system wiring is fault free. If no faults are identified then contact Gent Sales Admin to order a replacement power supply unit Part No. VIG-PSU and to arrange for the return, investigation and credit of the potentially faulty power supply unit, quoting Gent24 Technical Bulletin reference TB10002.