SERVICE BULLETIN

Original Issue Date: **6/07**

Model: **Model K/S Transfer Switches Equipped with MPAC™ 1000 and DX Power™ 1000 Controls**

Market: **ATS**

Subject: **Warranty Claim Checklist**

This service bulletin provides a list of information required for warranty claims on MPAC™ 1000 and DX Power™ 1000 controllers. This additional information is needed when a controller is returned under a warranty claim. Please provide copies of the Warranty Claim Checklist form to your technicians so they can add them to their trip reports on ATS repairs.

Many warranty claims received state that the controller is shorted, controller is bad, lost settings, service required light on, controller dead, etc. This form will help identify the cause of failure on these controllers.

Please complete the Warranty Claim Checklist form on the back of this sheet when troubleshooting the switch. Use the ATS Setup Program to check the application code version number and status information requested on the form.

After completing the repair, have the warranty administrator attach the form to the warranty claim before submittal.

Routing	Service Manager	Sales Manager	Parts Manager	Technician No. 1	Technician No. 2	Technician No. 3	Return This to
Initial Here							

Transfer Switch Warranty Claim Checklist

State the reason for the service call and the complaint. Be specific.

ATS Model Number:	ATS Serial Number:

Control Board Color:	❏ Blue	❏ Green	Current Application Code Version: Use Tech Tools to load the latest version of the application code, if needed.

When did the failure occur?	❏ Outage	❏ Test	❏ Exercise
What LED's were ON when the technician arrived on site?	❏ Position N	❏ OFF (Sync)	❏ Position E
	❏ N Available	❏ E Available	
	❏ Service Required	❏ Load Control	❏ Not in Auto
	❏ Time Delay	❏ Exercise	❏ Test

If service required light is on, what is the status shown in the System Summary screen or Event History?

Does the information on the Source Info screen match the nameplate ratings?	❏ Yes	❏ No

The following encompasses a majority of prior warranty claims and outlines the type of information necessary to properly investigate the product failure.

Failure to Transfer: N = Normal Position   O = Off Position   E = Emergency Position

Which direction was the unit attempting to transfer?	❏ N-E	❏ E-N			
What portion of the transfer was completed:	❏ N-E	❏ E-N	❏ N-O	❏ O-E	❏ E-O ❏ O-N

What is the status message in the system summary screen?

Did the NR/ER relays pick up during the transfer attempt? (The relay should pick up three times if it fails to transfer.)	❏ Yes	❏ No

Loss of Settings:

What settings have changed (be specific)?

What were the values before and after the change?

Fail to Exercise:

What is the dip switch setting? (mark dip switch selection)	❏ Loaded exercise	❏ Unloaded exercise	❏ Exercise permitted	❏ Exercise inhibited
What is the exercise mode?	❏ Manual	❏ Calendar	❏ Calendar w/Override	
Do the time and date of the controller match real time?	❏ Yes	❏ No		

Engine Start Contact Did Not Close (No Start Signal Sent):

Were the engine start leads from the ATS to the gen set checked?	❏ Yes	❏ No
Is there a start indication in the generator controller's event history?	❏ Yes	❏ No
Does the engine start relay on the logic board change state?	❏ Yes	❏ No

Loss of Source Sensing:

Which sources are not being sensed?	❏ Utility	❏ Generator	❏ Both	
What is the voltage at the lugs?	A-B:	B-C:	A-C:	Single Phase:
Is source sensing lost on all phases?	❏ Yes	❏ No		

Loss of Communications/Locked Up:

Are all of the LED's on the front of the controller on?	❏ Yes	❏ No
Does the lamp test function properly?	❏ Yes	❏ No
Are any values present in any of the Setup Program screens?	❏ Yes	❏ No