

# Altronic Service Bulletin #521

ISSUED: 8/30/18

## Flex Panel Relay Update

### **Affected units: Flex Panels**

### **Identification:**

A Flex Panel is any panel with the number arrangement 5800-333-XX. The last two or three characters are specific to the customer.

### **Identified problem:**

Failure can occur to the PR1 relay. While this is rare, we wanted to make you aware of the problem. The PR1 relay can develop an internal short. This can cause power being controlled by this relay to short into the main power supply circuit of the panel and/or back feed into the digital output channel #5 on the main DE-3000 terminal board.

### **Result:**

Power to the panel will not be interrupted by turning off the main power switch on the panel. Back fed voltage to the digital output #5 can result in damage to the DE-3000 primary terminal board.

### **Correction method:**

The PR1 relay is used to control the voltage supply to the aftermarket AFRC system. If the unit is not equipped with an aftermarket AFRC system, remove the relay from the relay base and discard. If the unit is equipped with an aftermarket AFRC system, a new relay is available for purchase. This is after three years of working with vendors to secure a 10AMP relay that is C1D2 certified. Previously the legacy PR1 relay was the only C1D2 certified relay with a 10 AMP rating.

The new type 10 amp relay, part number 2909519. While this relay looks almost identical to the other 6 amp relays in the panel it is not and therefore cannot be interchanged with the other relays.

### **Replacement directions:**

Remove the old PR1 relay and disconnect all wire from the relay base.

Install the new replacement relay (2909519).

Attach wires from old relay base to new relay as described below.

Wire #100 to terminal 11 on the new relay.

Wire #107 to terminal 14 on the new relay.

Wire #103 to terminal A1 on the new relay.

Wire #DE5 to terminal A2 on the new relay.

