



TECHNICAL BULLETIN

➤ *Advisory* ◀

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Reference # 157

Route to: **Modernization Managers/Service Managers**

From: MCE Technical Support Department (916-463-9200 then press “2”)

Date: June 4, 2020

Pages: 1

Subject: Premature IGBT Failure on KEB F5 480V size 16 & 17 G Housing Drives

Equipment: iControl and Motion 4000 (M4000) AC Controllers equipped with KEB F5 480V size 16 and 17 G-Housing Drives.

Description: KEB recently informed MCE that the KEB 480V F5 size 16 and 17 G - Housing Drives (16F5A1G-RPxx and 17F5A1G-RPxx) produced between the years of 2016 through 2019 have a potential issue with the Power Modules. This could result in a premature failure of the drive with a shorted transistor or “Error Over Current” (E. OC) fault. KEB will provide a warranty exchange of these drives if they fail with either:

- G-Housing drive, 480V size 16 or 17 or,
- H-Housing drive, 480V size 16 or 17

Action: If a 480V F5 size 16 or 17 G-Housing Drive fails, please follow these steps:

1. Contact MCE and provide us with the job number and the failed drive serial number.
2. Decide whether to replace the failed drive with an identical one or upsize.
 - a. If identical replacement, we strongly recommend incorporating a Monitoring Circuit as an added protective measure to take the elevator out of service and disconnect power from the drive, in case of a fault. MCE will supply the Monitoring Circuit if requested by the contractor.
 - b. If upsizing to an H-Housing. It has the same height and depth as G-Housing, but it is 5” wider. Please note that some controller cabinet components may need to be relocated.

MCE Help: As always, should you require any additional technical assistance on this or if you wish to add your email for future technical bulletin advisories:

- **Email:** techsupport@nidec-mce.com
- **Refer to the reference number above**