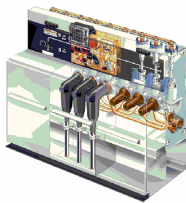


Date : 03-01-2016

Subject : **PRB-145044 – Error code 0040000**
To : **Integrators/Final customers**

Information to deliver directly to the Manager within your company

**ERROR CODE = 00400000 or
E4000000
VIP400/410 used on RM6
Ring Main Unit for MT network
3-24 kV, class AA10-AA20**



References concerned:

**VIP400
VIP410A
VIP410E**

**REL59915
REL59916
REL59917**

**until QZ15160001
until QZ15160002
until QZ15160001**

Dear customer,

Schneider Electric has identified the possibility of a degraded operation for certain VIP400 and VIP410 (concerned references REL59915, REL59916 and REL59917) which may switch on, in flashing mode, the  indicator and display the error code 00400000/E4000000. This error code could be cleared by using the 'reset' push button, however it will reappear periodically.

According to user manual (NRJED311206FR), this error code indicates that the maximum number of writing in EEPROM memory is reached and that information related to trip events is no more registered in EEPROM memory.

This issue does not impact the protection functions of VIP400/410.

The mentioned issue is linked to events recording backup procedure. It needs some particular conditions to happen: if several events occur over a very short period and are followed by a shut down of the power supply of the relay, an infinite loop may occur and write a value in EEPROM every 30 sec at the next power up. After a period of approximately one year the maximum number of writes of the EEPROM memory is reached and the error message is displayed. If the product is not powered continuously, the onset of the phenomenon will be delayed in proportion.

These conditions, which are unlikely to occur in "normal" life of the product, may be met during testing, commissioning or maintenance.

During the tests it is advised to supply the product for one minute before creating an event.

This defect is resolved in products manufactured since mid April 2015 with firmware V2.04 and higher.

Note that this error code may also occur if the circuit breaker fails to open following a request of the relay (mechanical problem). This creates a repeated transmission of the tripping order. This uncommon case is not due to a failure of the relay and is not the subject of this letter. The reason of occurrence of the error code can be determined by checking the last recorded events: if the same trigger appears several times within few seconds, the cause is due to a breaker failure problem that has to be resolved.

In case the problem would appear in your installation, please contact your local Customer Care Center to arrange the update of the firmware of concerned VIP400 / 410.

This firmware update can only be carried out by our field service engineers. This could be done during a planned maintenance or during an operation to be scheduled.

Important: the circuit breaker protected by VIP400 / 410 must be opened during the firmware update.

We sincerely apologize for any inconveniences which may be caused by this issue.

If you have any questions, contact our customer service by mentioning our reference PRB-145044.

We hope that this will bring you all the information you could wish for.

Best regards,