

FAQ Masterpact MTZ ALARMS RECOMMENDED ACTION



The aim of this FAQ

In the following FAQ, you will find the various alarm messages which can appear on the Micrologic X of your MTZ with an associated recommended action.

If these explanations do not suit, you will find down a link which will redirect you towards our services.



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Useful app

MTZ App

Ecostruxure Facility Expert App

MySchneider App



Micrologic X alarms types

The Micrologic of your breaker communicates to inform of an anomaly. This information appears in many forms and messages. But you can now identify your issue with an unique code.

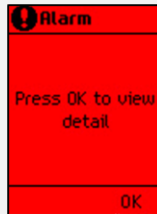
The following tables show the sequence of actions to take after an alarm is detected by the Micrologic X control unit. The Micrologic X control unit indicates alarms with:

- Recommended actions after a trip due to a micrologic X incident

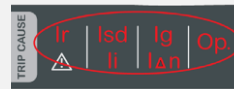
Health status LEDs



Micrologic X display screen



Trip cause LEDs



- Recommended actions after detection of High Severity Alarms

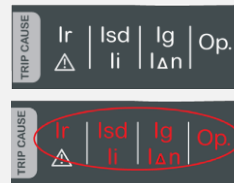
Health status LEDs



Micrologic X display screen



Trip cause LEDs

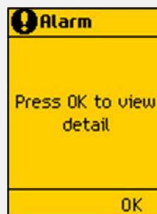


- Recommended actions after medium severity alarms

Health status LEDs



Micrologic X display screen



Trip cause LEDs



If you want more details, please refer to the p.4-9



Recommended action after a trip due to a Micrologic X incident

Code	Alarm message	Alarm description	Recommended action
0x1400 0x1404 0x1405 0x1406 0x1416	Control unit self-test major malfunction	The control unit self-test detected a major malfunction in the control unit operation. NOTE: The malfunction trips or does not trip the circuit breaker, depending on the malfunction detected.	Call Schneider Electric field service to replace the control unit.
0x1402	Internal current Sensor disconnected	The control unit self-test detected the disconnection of an internal sensor of the circuit breaker.	Call Schneider Electric field service to replace the control unit.
0x1403	External neutral current sensor disconnected	The control unit self-test detected the disconnection of the external neutral current sensor of the circuit breaker.	Reconnect the external neutral current sensor (ENCT).
0x6407	Self-diagnostic trip	The circuit breaker tripped following a control unit microprocessor (Asic) invalid result.	Call Schneider Electric field service to replace the control unit.

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Recommended action after detection of high severity alarms

Code	Alarm message	Alarm description	Recommended action
0x1400 0x1404 0x1405 0x1406 0x1416	Control unit self-test major malfunction	The control unit self-test detected a major incident in the control unit operation. NOTE: The malfunction trips or does not trip the device, depending	Call Schneider Electric field service to replace the control unit.
0x1408	Earth leakage (Vigi) sensor disconnected	The control unit self-test detected the disconnection of an earth leakage (Vigi) sensor.	Reconnect the external earth leakage (Vigi) sensor.
0x1409	Unable to read sensor plug	The control unit is unable to read the value of the sensor plug.	Check connection of the sensor plug and performer plugs. If the connection is good but it fails again, replace the sensor plug or the control unit.
0x1413	I Δ n/Ig test - no trip	The earth-leakage (I Δ n)/ground (Ig) did not trip.	Restart the test. If it fails again, replace the control unit.
0x1430	Protection settings reset to factory values	If switched off, the control unit will be reset at next reboot to the default values of the protection settings, due to a control unit incident.	Call Schneider Electric field service to replace the control unit.

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Recommended action after medium severity alarms

Code	Alarm message	Alarm description	Recommended action
0x03F5	Ir prealarm ($I > 90\% I_r$)	The long-time protection prealarm started: at least one of the phase or neutral currents is higher than 90% I_r threshold. The circuit breaker is	Check the load.
0x0D00	Critical hardware modules discrepancy	There is a major hardware discrepancy between the installed modules that prevents them from operating.	In the Ecoreach Firmware menu, see which module is in error. Replace the module.
0x0D01	Critical firmware modules discrepancy	There is a major software discrepancy between the installed ULP modules that prevents them from operating.	With Ecoreach software, upgrade the module.
0x0D02	Non-critical hardware modules discrepancy	There is a minor hardware discrepancy between the installed modules that prevents them from operating correctly.	Plan to replace the module.
0x0D03	Non-critical firmware modules discrepancy	There is a minor software discrepancy between the installed modules that prevents them from operating correctly.	With Ecoreach software, upgrade the module.
0x0D06	Config error IO/CU: dual settings or inhibit cls.	There is a declaration error between the IO module and the control unit.	Use Ecoreach software to correct the mismatch, as follows: - Dual settings configuration mismatch: 1. Set Switch mode to IO-1 Wire or IO-2 Wire 2. Set IO module with dual setting assignment. - Inhibit close order configuration mismatch 1. Set Allow control by digital input under breaker close as enabled 2. Set IO module with Enable/Inhibit close order assignment.
0x0D08	Address conflict between modules	The control unit self-test detected the unexpected presence of IO2 module when IO1 is not present.	Check the supply of the IO1 module.
0x0D09	Firmware discrepancy within CU	The control unit self-test detected a discrepancy between the firmware versions of control unit processors.	Use Ecoreach software to upgrade the firmware in the control unit.

Code	Alarm message	Alarm description	Recommended action
0x0D0C	Config error IO/CU: optional protection Inhibit	There is a declaration error between the IO module and the control unit for inhibition of optional protection functions.	Using Ecoeach software: - If you want optional protection inhibition to be controlled by IO module, connect an IO with inhibit optional protection assignment. - If you do not want optional protection inhibition to be controlled by IO module, connect an IO without inhibit optional protection assignment.
0x0D0D	Config. error IO and CU - Local/Remote mode	There is a declaration error between the IO module and the control unit for local/remote mode assignment.	Using Ecoeach software: - If you want the L/R mode to be controlled by IO module, connect an IO with L/R mode assignment. - If you do not want the L/R mode to be controlled by IO module, connect an IO without L/R mode assignment.
0x1108	Protection settings changed by Bluetooth/USB/IFE	The protection parameters were changed by communication through Modbus, Ecoeach, or the MTZ mobile app.	For information: No action is required.
0x1120	Communication lost with IO#1 module	The control unit lost communication with the IO1 module.	Check the power supply of the IO1 module. Check the ULP cable connection.
0x1121	Communication lost with IO#2 module	The control unit lost communication with the IO2 module.	Check the power supply of the IO2 module. Check the ULP cable connection.
0x1122	Communication lost with EIFE or IFE module	The control unit lost communication with the IFE module.	Check the power supply of the IFE module. Check the ULP cable connection.
0x1123	Communication lost with IFM module	The control unit lost communication with the IFM module.	Check the power supply of the IFM module. Check the ULP cable connection.
0x112C	Control unit firmware upgrade unsuccessful	The firmware upgrade of the control unit was unsuccessful.	Restart the upgrade procedure. If the message is displayed again, call Schneider Electric field service.
0x1407 0x1470 0x1471 0x1472 0x1473	Control unit self-test	The control unit self-test detected an invalid result with minor impact.	Plan to replace the control unit.
0x140A 0x147A 0x147B	Invalid display screen or wireless communication	The control unit self-test detected an invalid display screen or wireless communication.	Plan to replace the embedded display screen, which contains the wireless antenna.

Code	Alarm message	Alarm description	Recommended action
0x1411	Invalid measurement and optional protection #1	The control unit self-test detected an invalid result with minor impact in the metering and other protection functions of the control unit.	Monitor the control unit. If other invalid results occur, plan to replace the control unit.
0x1412 0x1414 0x1415	NFC invalid communication	The control unit self-test detected an invalid NFC connection.	Plan to replace the control unit.
0x1422	Bluetooth communication lost	The control unit self-test detected the absence of Bluetooth communication.	Plan to replace the control unit.
0x1433	Replace battery	The lithium battery is under 3 V and needs to be replaced soon.	Replace the battery.
0x1434	Self-diagnostic test - firmware	The control unit self-test detected a firmware internal error.	Use Ecoreach software to upgrade the firmware version of the control unit.
0x1436	Control Unit alarm reset	The control unit self-test detected an invalid result with minor impact in the control unit and corrected it.	Monitor the control unit. If other minor incidents occur and are corrected, plan to replace the control unit.
0x1437	Battery not detected	The required battery is not present.	Add battery.
0x1438	Main voltage loss and Circuit Breaker is closed	The circuit breaker is closed but no voltage is detected.	Check main voltage.
0x1460	Invalid self-test - MX1 shunt trip	The control unit self-test of the MX1 shunt trip detected an invalid result with minor impact.	Replace the MX1 shunt trip.
0x1461	MX1 shunt trip not detected	The control unit self-test detected the unexpected absence of the MX1 shunt trip.	Check the connection of the MX1 shunt trip.
0x1462	Invalid self-test - XF shunt close	The control unit self-test of the XF shunt close detected an invalid result with minor impact.	Replace the XF shunt close.
0x1463	XF shunt close not detected	The control unit self-test detected the unexpected absence of the XF shunt close.	Check the connection of the XF shunt close.
0x1464	Invalid self-test - MN undervoltage release	The control unit self-test of the MN undervoltage release detected an invalid result with minor impact.	Replace the MN undervoltage release.
0x1465	MN undervoltage release not detected	The control unit cannot detect the MN undervoltage release.	Check the connection of the MN undervoltage release.
0x1466	Voltage loss on MN undervoltage release	–	Check the control voltage.
0x1468	Invalid self-test - MX2 shunt trip	The control unit self-test of the MX2 shunt trip detected an invalid result with minor impact.	Replace the MX2 shunt trip.
0x1469	MX2 shunt trip not detected	The control unit cannot detect the MX2 shunt trip.	Check the connection of the MX2 shunt trip.

Code	Alarm message	Alarm description	Recommended action
0x1474 0x1475 0x1476 0x1477	Protection settings no accessible	The control unit cannot access the protection settings.	Call Schneider Electric field service to replace the control unit.
0x1478 0x1479	Invalid measurement and optional protection	The control unit self-test detected an invalid measurement or an invalid optional protection function of the control unit.	Plan to replace the control unit.
0x6200	I _r start (I > 105% I _r)	The long-time protection started: at least one of the phase or neutral currents is higher than I _r threshold. The circuit breaker will trip at the end of time delay.	For information.
0x6300	I _r operate	The long-time protection operated: at least one of the phase or neutral currents is higher than I _r threshold and the time delay is elapsed.	Reset the device. or use the Masterpact MTZ Mobile App Power restoration assistant.
0x6301	I _{sd} operate	The short time protection operated: at least one of the phase or neutral currents is higher than I _{sd} threshold and the time delay is elapsed.	Reset the device. or use the Masterpact MTZ Mobile App Power restoration assistant.
0x6302	I _i operate	The instantaneous protection operated: at least one of the phase or neutral currents is higher than I _i threshold (no time delay).	Reset the device. or use the Masterpact MTZ Mobile App Power restoration assistant.
0x6303	I _g operate	The ground fault protection operated: the ground fault current is higher than I _g threshold and the time delay t _g is elapsed.	Reset the device. or use the Masterpact MTZ Mobile App Power restoration assistant.
0x6304	I _{Δn} operate	The earth leakage (I _{Δn}) protection started: the earth leakage current is higher than I _{Δn} threshold and the time delay t _{Δn} is elapsed.	Reset the device. or use the Masterpact MTZ Mobile App Power restoration assistant.
0x6306	Ultimate self-protection (SELLIM) operate	The integrated instantaneous protection (SELLIM) operates: at least one of the phase or neutral currents is higher than SELLIM threshold (no time delay).	Reset the device. or use the Masterpact MTZ Mobile App Power restoration assistant.
0x631D	Ultimate self-protection (DIN/DINF) operate	The integrated instantaneous protection (DIN/DINF) operates: at least one of the phase or neutral currents is higher than DIN/DINF threshold (no time delay).	Reset the device. or use the Masterpact MTZ Mobile App Power restoration assistant.

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Useful app



MTZ App

MTZ App is an application dedicated for Masterpact MTZ, that allows you to communicate with the Micrologic X control unit:

- Connect locally via contactless, wireless, secure Bluetooth® and NFC connection.
- Review energy consumption, power quality, phase balance and health status
- In case of a trip, restore power quickly and safely using your smartphone.
- Save key event data (before tripping) via NFC connection, even without power.
- Review status anywhere via Facility Expert digital and collaborative maintenance log-book: Periodic inspection, warnings, and alarms.

[> More information on MTZ app <](#)



Ecostruxure Facility Expert App

Join our EcoStruxure IT community to:

- Get live sensor data from your physical equipment, available on your smartphone
- Get real-time notification of critical events for fast problem resolution
- Gain visibility into your equipment lifecycle
- Chat with you own team and the experts at Schneider Electric
- Automatically track incident including status, chat collaboration and history

[> More information on the mobile app <](#)



MySchneider App

- Call menu and convenient "Call me back" option* puts you in touch with the right expert.
- Access the Schneider Electric catalog on your device to see our complete range of offers, including public prices, FAQs, documents and more.
- Find product information by using the built-in barcode/QR code scanner to save time.
- Find the nearest distributor to help you get Schneider Electric product right away.
- Start chatting with an expert and get answers in real-time



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