

RS Components Ltd
Birchington Road
Weldon (PO Box 99)
Corby
Northamptonshire
NN17 9RS

For the attention of the Quality Assurance Manager

Our Ref: LXM28

28/09/2016

Dear Sirs

CUSTOMER SAFETY NOTIFICATION REGARDING LXM28A Servo Drive

We have recently discovered a quality safety issue related to the Firmware of our LXM28A Servo Drive with CANopen communication.

Immediate necessary containment actions have already been implemented at our manufacturing plants.

The impacted products are:

Commercial Ref	Description
LXM28AU01M3X	Lexium28 CAN IO drive 1/3PH 230V 100W
LXM28AU02M3X	Lexium28 CAN IO drive 1/3PH 230V 200W
LXM28AU04M3X	Lexium28 CAN IO drive 1/3PH 230V 400W
LXM28AU07M3X	Lexium28 CAN IO drive 1/3PH 230V 750W
LXM28AU10M3X	Lexium28 CAN IO drive 1/3PH 230V 1.0kW
LXM28AU15M3X	Lexium28 CAN IO drive 1/3PH 230V 1.5kW
LXM28AU20M3X	Lexium28 CAN IO drive 3PH 230V 2.0kW
LXM28AU30M3X	Lexium28 CAN IO drive 3PH 230V 3.0kW
LXM28AU45M3X	Lexium28 CAN IO drive 3PH 230V 4.5kW
LXM28AUA5M3X	Lexium28 CAN IO drive 1/3PH 230V 50W

With firmware versions

- **V 1.19.32**
- **V 1.30.21**
- **V 1.30.25**

If it is outside of this firmware range or the application does not configure the brake function, the units are safe to continue service.

Our records indicate that you may have purchased impacted product(s) but we do not have records of the supplied firmware version.

Please refer to the attached letter outlining the actions that require taking

If you have sold the products to a third party please contact them and give them this information so that they can take relevant action themselves

We apologise for any inconvenience this may cause, but hope you appreciate our commitment to the quality and safety of our products.

If you have any questions regarding this issue, please contact us via:
projectteam-GBAC@schneider-electric.com

Yours faithfully,



Vicky Matts

Quality Co-ordinator



Date: September 22, 2016
To: Schneider Electric Customers
From: UK&I Industry

Subject: The LXM28A Drives using CANopen and activating the Holding brake output.

 **PRODUCT SAFETY NOTICE**
WARNING OF POTENTIAL UNSAFE CONDITION

Deliver immediately to the responsible person in your organization.

Dear Valued Lexium 28 Customer,

In our continuous commitment to ensure quality measures within our offers, we have become aware of a non-conformance to the intended operation of the product offer subject to the present Product Safety Notice (PSN). Our preliminary analysis has led us to believe that the non-conformance could potentially have safety implications.

OBSERVATION:

The LXM28A drive may spontaneously enter "Torque Mode" when the drive is enabled and allow a connected motor to freewheel. Should this occur, it may lead to the potential for **SERIOUS PERSONAL INJURY AND/OR PROPERTY DAMAGE**

EXCLUSIONS:

IF THE LXM28A DRIVE IS NOT CONFIGURED WITH CANopen, OR THE DRIVE CONFIGURED WITH CANopen BUT THE DRIVE IS NOT CONFIGURED TO ENABLE THE HOLDING BRAKE OUTPUT, THEN NO ADDITIONAL MEASURES ARE NECESSARY AT THE PRESENT TIME ON INSTALLED EQUIPMENT. YOU WILL BE INFORMED AT A LATER DATE WHAT REDEMIAL ACTION TO TAKE, IF ANY.

INCLUSIONS:

In the best interests of its customers, Schneider Electric has instituted a ship-hold of the following references:

Commercial Ref	Description
LXM28AU01M3X	Lexium28 CAN IO drive 1/3PH 230V 100W
LXM28AU02M3X	Lexium28 CAN IO drive 1/3PH 230V 200W
LXM28AU04M3X	Lexium28 CAN IO drive 1/3PH 230V 400W
LXM28AU07M3X	Lexium28 CAN IO drive 1/3PH 230V 750W
LXM28AU10M3X	Lexium28 CAN IO drive 1/3PH 230V 1,0kW
LXM28AU15M3X	Lexium28 CAN IO drive 1/3PH 230V 1,5kW
LXM28AU20M3X	Lexium28 CAN IO drive 3PH 230V 2,0kW
LXM28AU30M3X	Lexium28 CAN IO drive 3PH 230V 3,0kW
LXM28AU45M3X	Lexium28 CAN IO drive 3PH 230V 4,5kW
LXM28AUA5M3X	Lexium28 CAN IO drive 1/3PH 230V 50W

The ship-hold will remain in effect until further notice.



The non-conformance has been observed in the LXM28A drives products cited above that have, or are to be, configured to use CANopen, and have, or will have, assigned the holding brake output of the drive.

Under certain user conditions and for reasons unknown at the time of the present PSN, a drive such configured, when enabled, enters Operation Mode 4 (Torque). The drive is enabled without detecting an error, yet the minimum torque is not applied and the motor shaft has no apparent or minimal torque applied (freewheeling). As a consequence, the motor axis and any bearing load are subject to external forces, e.g., gravity, external tension, etc., which allows for unintended movement.

The non-conformance has been observed in the following commercially released firmware revisions of the LXM28A drives:

- **V 1.19.32**
- **V 1.30.21**
- **V 1.30.25**

The non-conformance has not been observed in firmware versions prior to v.1.19.32.

Schneider Electric is diligently working to establish, test and validate potential corrections to this non-conformance, and anticipates that a firmware update will be available for the LXM28A products in the near future. You will be informed at a later date by mail what remedial action to take.

In the meantime, you must conform to the following guidelines:

Action on stocks:

1. Either quarantine your local stock and prevent its use, or follow the actions necessary for continued use of the affected products found below.
2. Update your local stock once a firmware upgrade is made available by Schneider Electric.

Action on installed products:

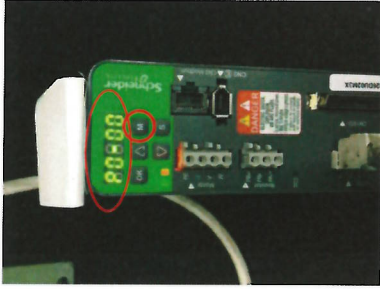
1. EITHER:
Cease the use of the product in your machine application, and contact those users having your machine application to likewise cease using the machine,
– OR –
 - a) Modify your controller application to avoid the non-conformance by first setting the desired operation mode of the LXM28A, regardless of the configured and/or retained operating mode, before enabling the drive.
 - b) Update all of your applications with the avoidance measures
2. Update your installed LXM28A products once a firmware upgrade is made available by Schneider Electric.

Thank you for your prompt attention to this matter. We regret any inconvenience this may cause. If you have any questions about this issue or need help in locating the products listed here, please contact your local Schneider Electric representative.

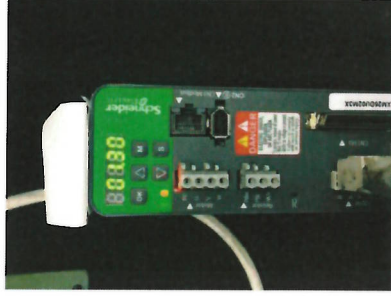
Best Regards,
Country Quality Department representing Machine Solutions

LXM28 Firmware version identification

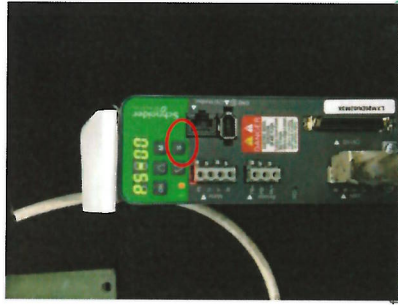
1. Power on LXM28



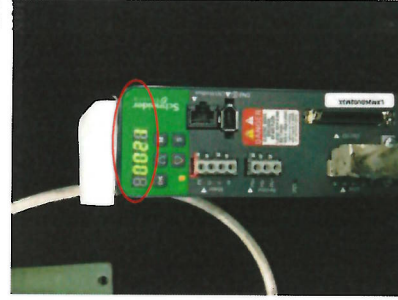
2. Press key "M" 2 times, HMI display P0-00



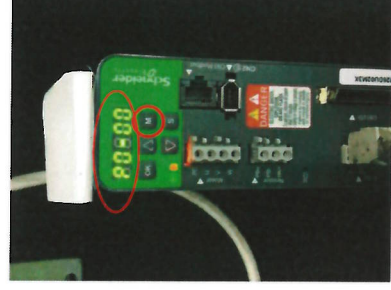
3. Press "ok", HMI display 01.30, means the first 4 figures of FW version



5. Press "S" 5 times, HMI display P5-00.



6. Press "ok", HMI display as an example "0021", means last 2 figures of FW version is "21".



4. Press "M" again, HMI display P0-00.

7. Combine step 3 and 6, the FW version is 01.30.21

Life Is On

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