



Product Advisory

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Introduction

This product advisory informs BE1-11 J-case style users of an issue where the voltage and current sensing inputs were not tested during the factory dielectric testing prior to shipping units for field use. Prompt consideration of this issue is highly recommended by Basler Electric.

Affected Products

BE1-11 J-case style relays meeting the following criteria are affected by this advisory:

- Hardware Revisions: BF through BJ
- Serial Numbers: E02715909 through E03126445
- Ship Dates: December 19, 2019 through November 23, 2022

Issue Description

A setup error occurred on the dielectric voltage withstand (hipot) production test equipment and caused the voltage and current sensing inputs to be excluded from the test procedure.

Routine dielectric testing verifies the integrity of insulation between different circuit groups and the chassis. A failure of the insulation could result in hazardous voltage being imposed on other normally-isolated circuits or the chassis.

Prior to the testing error relative to the above-referenced units, our records indicate there were no recorded dielectric failures on the voltage or current sensing inputs during routine production testing of this product type.

Solution

Basler Electric recommends that the user ensures the BE1-11's chassis is properly connected to earth ground following standard industry practices. Although the risk of a dielectric failure is low, the user may perform a dielectric test to verify the untested circuit groups. Alternatively, the product may be returned to Basler Electric for dielectric testing.

Please contact Basler Electric Technical Sales Support at +1 618.654.2341 (USA), +86 512.8227.2881 (China), or +65 68.44.6445 (Singapore) for additional information or to request a Return Merchandise Authorization (RMA) to return the product to the factory for dielectric testing.