

Process Controls Field Notice

Date: 7 March, 2002

No.: 2002-301

To: Distribution

From: Industrial Process Controls Division, Process Instruments Business

Location: Fort Washington, PA

Important Message for All UMC800 Users

Warning: Potentially dangerous condition

Note: If you are not the end-user of the UMC800 and have re-sold the product to another, it is imperative that you reproduce this Notice and deliver it to the UMC800 end-user. **This potentially dangerous condition must be addressed to protect persons against potential personal injuries and property damage.**

The UMC800 is used as a control system for a variety of applications.

We have discovered a condition that, during the initial startup of the process or when hardware changes are made to the system, the UMC800 may exhibit improper I/O operation. This condition has been found to occur in only a few instances, which appear to have high electrical noise or grounding issues.

Problem /Symptoms:

- a. Some units may have process readings (analog inputs) that have intermittent bursts of full upscale or downscale readings. These analog readings may be temperatures, flows, pressures, etc.
- b. Some units may have false error indications such as "Bad module" or "Missing I/O module," yet they are good. These messages are located on the UMC800 Operator Interface unit in a blue stripe on the bottom line of its display.

As a result of any one of these problems or symptoms, incorrect operations and/or improper analog signals may occur. If incorrect operation and/or improper analog signals occur, there is the potential for personal injury and/or product damage especially where the application controlled by the UMC800 should receive accurate data for proper functioning.

Solution:

Honeywell has made a modification to the UMC800 CPU module that addresses this problem. We are offering replacement UMC800 CPU modules at no charge. CPU modules affected are versions 3.21 through 3.26 and version 5.0. Version labels are located near the top of CPU module.

CPU modules with an “HR01” label at the bottom are already equipped with this modification.

To order a replacement CPU, contact Honeywell Factory Support at 1-800-382-8721. Please have the serial number(s) and controller firmware revision number(s) available to allow identification of the CPU module. A no charge purchase order or reference number is also requested for order tracking purposes only. A Return Material Authorization (RMA) number will be issued for the return of your original CPU.

The Modbus Master/Slave Communications option board will not be included with the replacement CPU module. Therefore, you must remove the communications board from your original CPU module prior to returning it to the factory. Instructions for removal of the communications board are included with the replacement CPU module.

International customers should contact their local Honeywell representative to obtain a replacement CPU board. If a local representative is not available, please fax a request to (717) 771-8236 or e-mail Deb Forry at deborah.l.forry@honeywell.com.

If you have questions regarding these procedures, please contact the Honeywell Technical Assistance Center at 1-800-423-9883 or 1-215-641-3610