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Alpha Technologies Technical Advisory Bulletin:

FXM 350-24 overloads on Inverter with Firmware Version 2.00.04

Date: May 28, 2017

Part #: 017-241-29, 017-243-28/82 & 017-243-XX - 120Vac input/output units with 24Vdc battery bus only

Issue:

120Vac input/output FXM 350-24 or Micro 350-24 shuts down when encountering a 260W or above load due to an overload when operating in inverter mode. The unit does not give any overload alarm in line mode with a 260W load, but on loss of power or forced transfer to Inverter mode (battery), the unit shuts down in 2 seconds showing an overload alarm.

Corrective Action(s):

As a corrective action, a new firmware version for the FXM/Micro 350-24 will be released by end of Q3, 2017. In the interim, the FXM/Micro 350-24 micro card firmware should be downgraded to version 1.08.03. At the same time, the RMU card (SNMP) firmware should be downgraded to 2.00.01 as well.

Recommended Action(s):

Any 120Vac input/output FXM/Micro 350-24 units with micro card & RMU card firmware version 2.00.04 should be downgraded immediately. The FXM 350-24 micro card version 1.08.03 and RMU card version 2.00.01 and related procedures (Read-me files) are available at the Software/Firmware downloads page on Alpha's website:

<http://www.alpha.ca/software-firmware-downloads>

For additional assistance or if you have any questions regarding this notification, please contact Alpha Technical Support at 1-888-462-7487 or www.alpha.ca/report-a-problem.

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For assistance, contact Alpha Technical Support:

Toll Free North America: 1-888-462-7487

International: +1-604-436-5547

Monday - Friday, 7:00 AM - 5:00 PM PST for regular inquires

24/7 for emergency support

[Click here to report a problem](#)

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