

## MCE TECHNICAL BULLETIN

➤ *Advisory* ◀

**www.nidec-mce.com**

**Reference # 151**

**Route to Modernization Managers**

**From MCE Technical Support Department (916-463-9200 then press "3")**

**Date November 10, 2014**

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**Subject Premature Power Supply Failure on KEB (Torqmax) F5 Inverter**

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**Equipment** IMC-AC, iControl-AC, PTC-AC & M4000-AC Controllers equipped with KEB (Torqmax) F5 H-housing Inverters.

**Description** KEB recently announced that KEB (Torqmax) F5 drives produced between the years of 2005 thru 2007 had the potential of premature failure of the power supply. KEB has allowed warranty exchanges on all affected units as a proactive approach. Once these units reach 10 years from their production date, KEB will honor the preemptive change as per the details written in the KEB document.

**Action** MCE recommends that you proactively assess your maintenance portfolio for any of these vintage drives. Please contact MCE technical support if you have any of these drives to arrange a preventative replacement prior to the deadline mentioned in the KEB product bulletin. It will avoid any unexpected failure and car down situation issue but also allow you to proceed in a more organized way. After the target date, KEB will continue to offer repair/refurb services as needed.

**MCE Help** As always, should you require any additional technical assistance on this or if you wish to add your email for future technical bulletin advisories:

- **Email: [techsupport@nidec-mce.com](mailto:techsupport@nidec-mce.com)**
- **Refer to the reference number above**

# **KEB** PRODUCT BULLETIN

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**To:** Technical Manager  
**From:** KEB Elevator Technical Support  
**Date:** October 24, 2014  
**Document#:** 22515  
**Subject:** End of KEB SPS warranty

Dear Customer,

As previously notified, KEB H-housing F5 inverters produced primarily from 2005-2007 had the potential to prematurely fail due to faulty components in the switching power supply (SPS).

KEB has warrantied all affected units and allowed end users to return the units to be proactively exchanged. As the potentially affected units reach the 10 year milestone from their production date, replacing the switching power supply does not in itself guarantee reliable operation as many other aged components (e.g. capacitors, fans, etc.) also need to be replaced.

So, KEB will continue to warranty and proactively exchange units until 10 years from the manufactured year of the F5 inverter. For example, an inverter produced on 1/1/2005 will be warrantied through 2015. An inverter produced on 12/31/2006 will be warrantied through 2016.

If a unit fails beyond the covered 10 year mark, KEB will continue to offer repair/refurb services.

If you have any questions, please contact KEB at 952-224.1400.

Sincerely,



Tony Heiser  
Elevator Business Development Manager, KEB America



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