

## Product Alert

GE Consumer & Industrial  
Multilin

### Product Notification

#### 369 Motor Protection Relays with Optional RTD Inputs GE Publication Number: GER-4054

**Date of Release:** May, 26, 2005

**Background:**

It has been determined that RTD input #7 of the 369 Motor Protection Relay, manufactured within the below-mentioned date range, might read a higher than expected temperature based on the applied lead resistance. This error will remain constant regardless of RTD temperature.

**Units Affected:**

Serial numbers that may be impacted are in the range of M53B04000629 to M53B05000822. Manufactured from February 2, 2004 to April 13, 2005.

**Recommendations:**

For products within the above serial number range with the RTD option, the following solution options are recommended:

- If RTD Input #7 is not being used, no action is required
- If RTD Input #7 is being used,
  - disable RTD #7 Trip
  - Use RTD #7 Alarm for monitoring
  - Reconfigure the RTD input by wiring to an alternate RTD input at your next shutdown. There are a total of 12 RTD inputs available

- Return the product for a no charge upgrade

The following methods may be used to verify if RTD #7 is being used:

- Use enerVista software to view your settings file
- From the relay keypad go to the “setpoints, page 6 RTD Temperature, local RTD Protection, Local RTD7”

**Contact:**

GE Multilin Technical Service  
215 Anderson Ave  
Markham, Ontario L6E 1B3  
Phone: 1/800.547.8629 or 905/294.6222  
Email: multilin.tech@ge.com

**Reference:**

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