

June 27, 2019

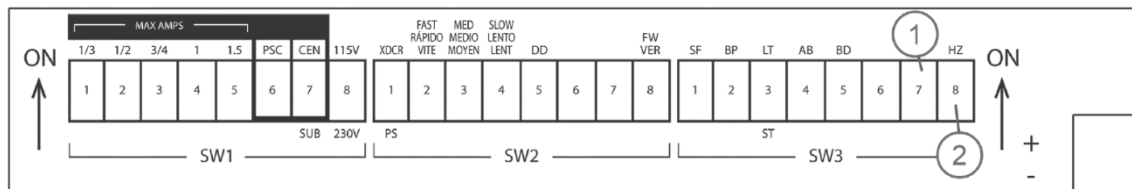
SubDrive Utility™ Nuisance Fault Code 3 (Locked Rotor) Fixes for Firmware Version 3.4.1 or Later

Application

SubDrive Utility™ firmware version 3.4.1 and later contains improvements for applications in which customers may be experiencing nuisance locked rotor fault codes (Fault Code 3). The following guidelines identify applications in which these improvements may be helpful:

- Total motor cable length (offset and drop) exceeding 300 feet and/or
- Input Voltage below 208VAC or above 240VAC

The SubDrive Utility has been configured for optimized motor starting capability in most applications; however, certain applications meeting the above criteria may require an additional configuration step:



1. Customers experiencing unexpected locked rotor faults (Fault Code 3) at motor startup should set DIP switch SW3 – Position 7 to the ON/UP position.
2. Customers experiencing unexpected locked rotor faults (Fault Code 3) intermittently when the system has been running should set DIP switch SW3 – Position 8 to the ON/UP position.

Firmware Version Readout

New SubDrive Utility drives are shipped with the latest firmware installed. Franklin Electric recommends checking the firmware version in existing installations and updating as required. Refer to **Firmware Updates** in the SubDrive Utility Owner's Manual.

The latest firmware file can be downloaded from the **Download** tab of the SubDrive/MonoDrive page on www.franklinwater.com.

⚠ WARNING



High Voltages capable of causing severe injury or death by electrical shock are present in this unit.

- To reduce risk of electrical shock, disconnect power before working on or around the system. More than one disconnect switch may be required to de-energize the equipment before servicing.
- Do not attempt to modify DIP switch or potentiometer settings until power has been removed and 5 minutes have passed to allow internal voltage to discharge.