



***Ducted Systems
Technical Services
Service Letter***

Letter: **YS 001-2021**

Date: January 21, 2021

To: Ducted Systems (Factory Direct) S1 HVAC Branch Service, Sales, and Warranty Managers
Ducted Systems (UPG/Applied) Distribution Service, Sales, Warranty Managers
BSNA Branch Sales and Service Managers

Subject: **Delta VFD**

Product: **Light Commercial Units with MS300 Drives**

Effective: **Jan. 1, 2021** Expires: **Dec. 1, 2021**

Summary: **Jobs with incoming power spikes can experience an OVS fault on Delta MS300 VFD's**

This letter addresses the alarms on the Delta MS300 family of drives related to site power quality. The letter builds on letter ST-014-2020 distributed in September of 2020.

On the MS300 drive in cases where power quality is in question alarms can be generated that cause the drive to lockout and cause an OVS fault. This displays on the drive and the drive has to be manually reset.

OVS (over voltage stop) is a fault that occurs when the DC Bus value becomes too high when the drive is not running. This is an indication of an input power issue, such as a voltage spike. The drive cannot do anything to stop high input voltage. The OVS fault does not do anything to protect the drive, it just gives an indication that something happened. Site power quality is the root cause of the alarm.

This function is intended for applications where grid power can cause voltage spikes no more than 1-2 times a day (such as when the utility company turns on power factor correction capacitors).

This occurrence is very infrequent and happens in 480/575V applications primarily. If this occurs on site we have a software patch that can be installed. In parallel, we are working on an update to the drive software that will incorporate this feature.

The software change allows the drive to auto reset when an OVS fault occurs.

The factory drive software will be updated at the end of February, if you experience this issue in advance of the software update please reach out to Technical Services and we will provide the necessary details on what is needed to resolve the issue. It requires some software, an adapter cable, and a laptop computer.

Units having this problem now should contact us and discuss the issue so it can be documented and we can provide the necessary resolution. We will provide 2 hours of labor for this work at the Regional warranty standard rate.

We apologize for any inconvenience this may cause. If you should have any questions or concerns please contact Tech Services at 877-874-7378.

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