

EasyGen 3000 Series / Remote Panel 3000 Series Display Contrast Value Unstable

Issue

EasyGen 3000 Series / Remote Panel 3000 Series devices may experience an increase in display contrast brightness

Description

Contrast brightness may be affected when power-cycling the affected device. After multiple power cycles contrast may visibly deteriorate.

This does not affect other functionality of those units.

Affected Units

The following top level part numbers are affected:

EasyGen-3000 Series: 8440-1936, 8440-1937, 8440-1935, 8440-1934, 8440-2030, 8440-2049, 8440-2046, 8440-2047, 8440-2043, 8440-2050, 8440-2051, 8440-2052, 8440-2053, 8440-2062, 8440-2063, 8440-2065, 8440-2066, 8440-2067, 8440-2064, 8440-2070, 8440-2071, 8440-2093, 8440-2095, 8440-2105, 8440-2109, 8440-2108, 8440-2106, 8440-2111, 8440-2112, 8440-2115, 8440-2119, 8440-2145, 8440-2146, 8440-2156, 8440-2185, 8440-2186, 8440-2191, 8440-2192, 8440-2195, 8440-2193, 8440-2206, 8440-2207, 8440-2216

Remote Panel-3000 Series: 8446-1051, 8446-1055, 8446-1056, 8446-1057, 8446-1058, 8446-1059, 8446-1062, 8446-1046, 8446-1048, 8446-1050

Corrective Action

Use the two methods below to adjust the contrast/brightness in the field.

1. Navigate to Parameter > Configure display. At this screen, with the help of + and – buttons, the contrast and brightness can be adjusted to the desired level.
2. Press and depress the STOP button for approximately 10 seconds. This action restores the default display settings for brightness and contrast.

Note: use this method only when your genset is already stopped.

More details to adjust contrast/brightness are available in the product manuals (37528, 37531, 37532, 37534) available at Woodward.com

Customer Action

Should you experience this issue and neither of the two corrective action methods above fit your application, contact your Woodward technical support or customer service representative for a firmware upgrade. You may need to return your affected unit(s) to Woodward. A Woodward representative will help generate a Return Authorization Number (RAN). Any cost incurred are evaluated per warranty terms and status of the affected unit(s).



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