Service Bulletin

Bulletin No: SB-0024-19-319-FS Effective Date: 11-15-2019 Type: Information

Subject: Flexscada operation in extreme temperatures

Scope
This service bulletin provides information on operation of the Flexscada Q-line of products in extreme temperatures.

Temperature operational parameters for the Flexscada Q-line of products
The Q-line is designed to operate from -40 degrees C to 85 degrees C (-40 degrees F to 185 degrees F).

Potential impacts of operating outside the normal temperature range
The stability of the device and operational impact when exposed to temperatures outside the above range is unpredictable. Operation during extremely cold temperatures could result in different outcomes than operation during extremely hot temperatures.
Operation in temperatures below -40 degrees could render the onboard LCD screen inoperative. If the device was initially powered on within the operational range and afterward exposed to extreme cold (below -40 degrees) the device may continue to operate normally, although there is no guarantee of this. Should the device lose power and attempt to reboot while in the extreme cold, failure may occur. However, once the temperature returns to the operational range noted above, the device should function correctly.
Negative operational impact may be more pronounced in temperatures above 85 degrees C (185 degrees F) than at lower temperature extremes. At higher temperatures, excessive heat may cause the internal components of the relays to become unstable, resulting in abnormal operation.
It is important to note how long the extreme temperature event lasts. Over-exposure to extreme temperatures could cause the device to behave irregularly, even when the device is returned to normal operating temperatures.

Recommendation
Every effort should be made to keep the device within the operating temperature parameters. Should the device be exposed to extreme temperatures, an inspection of the device should be performed at first opportunity to make note of any abnormalities or malfunctions.

For more information please contact Mission Critical Energy at (716) 276-8465 or visit us at www.missioncriticalenergy.com.