

D20AC Peripheral Discontinuance Notice

Product Bulletin

Date: July 13th 2015

Classification: GE Information

NOTICE

Effective September 1st 2017, while limited supply lasts, the manufacture and sale of the D20AC modules listed in Table 1 will end.

Table 1 lists the part numbers, part number prefixes and descriptions of the D20AC modules that will no longer be available.

Table 1: D20AC modules being obsoleted

Part Number	Description
511-0104	WESDAC D20 AC 40-150V
511-0106	WESDAC D20 AC 20-60V
517-0370*	WESTERM D20 AC 3V - 3I
517-0371*	WESTERM D20 AC 3V - 6I
517-0372*	WESTERM D20 AC 3V - 9I
517-0373*	WESTERM D20 AC 6V - 3I
517-0374*	WESTERM D20AC 6V - 6I
517-0375*	WESTERM D20 AC 6V - 9I
517-0380*	WESTERM D20 ACL 3V - 3I
517-0381*	WESTERM D20 ACL 3V - 6I
517-0382*	WESTERM D20 AC 3V - 9I
517-0383*	WESTERM D20 ACL 6V - 3I
517-0384*	WESTERM D20 ACL 6V - 6I
517-0385*	WESTERM D20 ACL 6V - 9I

Reason for Discontinuance

The manufacture of the DSP chips used in these D20AC modules ended with no alternative supply.

Alternative Solution

The D25 Substation Controller is equipped with AC options that are similar in functionality to the D20AC modules.

Last-time-Buy Requests

Users are encouraged to make a request for a last-time-buy while limited supply lasts. Last buy requests should be sent to the GE sales and commercial operations teams no later than September 1st 2017.

NOTICE

GE Digital Energy reserves the right to modify the set last buy date at its sole discretion, depending upon the time period during which limited supplies are available.

D20AC Continued Product Support

Before September 1st 2017, while limited supply lasts, Returns and Repairs will continue to be processed – estimated repair services time-frame is 7 years.

After September 1st 2017, for D20AC modules under warranty that cannot be repaired, GE will work with customers to explore the use of the D25 AC functionality.

Contact

Sales

To purchase a D20 AC or a D25 with AC options, contact your local sales representative or email us at:

sales.digitalenergyap@ge.com

Technical Support: Returns and Repairs/Product Support

The GE Digital Energy Technical Support is open from 9am-5pm Eastern Time zone during business days and 24 hours, seven days a week, in case of emergencies, for you to talk directly to a GE representative. In the U.S. and Canada, call toll-free: 1 800 547 8629. International customers, please call: +1 905 927 7070.

To log a technical support request, send an e-mail to: multilin.tech@ge.com.

For any questions regarding this notice or regarding how to migrate a D20/D200 to a D20MX, track such a request by contacting the Technical Support team at: multilin.tech@ge.com

Search Technical Support

The GE Digital Energy Web site provides fast access to technical information, such as manuals, release notes and knowledge base topics.

- Visit us on the Web at: <http://www.gedigitalenergy.com/>
- Login to the technical support portal:
http://site.ge-energy.com/prod_serv/products/substation_automation/en/tech_support_login.htm

We trust that this information assures you that GE Digital Energy is committed to the continued support of the D20 product line. We appreciate your business and look forward to working with you through the qualification, adoption and transition to the D20MX.

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Document Revision History

Version	Revision	Date	Author	Change Description
1.00	0	July 13, 2015	K. Odetunde	Created