

## Rail Family

# TD220MAX

## Product Advisory

GE Publication Number: PA-20001  
Copyright © 2020 GE MDS

This document describes a problem with the TD220MAX overtemperature alarm, PA Temperature Too HOT.

---

### Introduction

Some deployed TD220MAX radios have recorded PA Temperature Too HOT alarms in the Event Log. Although this alarm usually indicates that output power is reduced and receivers may miss messages, in these cases no loss of functionality nor interruption of service has been found to occur. These are false alarms.

---

### Previous Overtemperature Issue

TD220MAX radios running releases before 1.2.16 could corrupt the modem calibration. Once calibration is lost, the radio could become stuck in transmit which could lead to an overtemperature alarm. Without calibration, transmissions aren't correct so there could also be interruption of service (no receives).

Release 1.2.16 prevents corrupt calibration but does not recover units that have already lost calibration. Corrupted units must be returned to the factory for recalibration.

---

### Current Overtemperature Issue

We've analyzed units that have been returned due to the "too hot" alarm and have found no problems with the units, they were operational and passed testing.

---

### Root Cause

Lab tests show that the same low power operation that led to corrupt calibration can cause jitter on the overtemperature alarm line. Specifically, if the power supply is insufficient when the radio starts a transmit,

the unit will reboot. The "too hot" alarm is logged if there is enough time to write flash before rebooting.

---

## Corrective Action

TD220MAX units running release 1.2.16 or later may have "too hot" alarms in the Event Log and continue to operate correctly. In that case, there is no need to return for service as there is no loss of functionality.

Release 1.2.20 updates the code monitoring the overtemperature alarm line. To prevent these false alarms, update to release 1.2.20 or later. TD220MAX releases are available at [MDS TD Series Firmware & Utilities](#).

---

## For Further Assistance

For product support, contact the information and call center as follows:

GE MDS

175 Science Parkway

Rochester, NY 14620

USA

Worldwide telephone: +1 585 242 9600

North America toll-free: 1 877 605 6777, press 1 for wireless then select product

Worldwide e-mail: [GEMDS.techsupport@ge.com](mailto:GEMDS.techsupport@ge.com)

Website: <https://www.gegridsolutions.com/communications/wireless.htm>