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## Service Bulletin

### MiniCloset-5, RSM5, S20 and S10 with Software version 38xx0138

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**Date of Release:** October 11, 2005

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**Background:** It has been determined that software version 38xx0138 used in **Quadlogic** submeter models **MiniCloset-5, RSM5, S20 and S10** manufactured within the below mentioned date range might read a higher than expected demand and consumption. The error in reading might cause an overstatement of demand (kW) and consumption (kWh).

This issue occurs only over a two-second time period between 12:00 midnight and 12:15 AM. The error will vary depending on load conditions, and current transformer ratios being used. It is also possible that some customers might not see this error at all.

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**Units Affected:** **Quadlogic** submeter models **MiniCloset-5, RSM5, S20 and S10s** manufactured between April 1, 2005 and August 15, 2005 with Software version 38xx0138.

To determine your software version for S20 and S10 meters, please contact Quadlogic.

To determine your software version for MiniCloset-5 and RSM5 meters, press the "Display Scroll" button, which is the small square button on the right side when you are facing the meter. Each depression of this button allows you to scroll through the meter menu options, which are: kWh Registers, kW Registers, Event Diagnostic Registers, Serial # Registers, and so on. Release the Display Scroll button when the LCD reads "Serial # Registers". Then, depress the Display Scroll button three more times to scroll through the "Serial # Registers" where you will find the "Software Version" readout. This will tell you if your meter has the potentially effected software version, 38xx0138.

You may also contact Quadlogic for a list of specific serial numbers affected.

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- Recommendations:**
1. For meters in Inventory (not yet installed)
    - Contact Quadlogic for a Return Material Authorization (RMA).
    - Ship the entire meter back to the factory (using the RMA number).
    - The meter will be upgraded and returned to you.
  2. For Installed Meters
    - Contact Quadlogic for replacement meterheads and Return Material Authorization (RMA).
    - Quadlogic will send replacement meterheads.
    - Ship the defective parts back to the factory using the RMA number.
  3. For meters installed and used for tenant billing
    - A form will be provided with the replacement kits requesting necessary billing information to prepare analysis and adjustment.
    - Quadlogic will provide data analysis and will provide you an estimate on what the kilowatt-hours and kilowatt (demand) that should have been billed to the customer.
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**Contact:** Quadlogic Controls Corporation

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