

MainsPro & IntelliPro Software Upgrade (ALoMCP) 2021

Having discussed with our corporate governance team, we have implemented the following 3 options for upgrading to 1.6 firmware on installed MainsPro relays:

- **Option 1*** - Relays in warranty can be replaced or upgraded to 1.6 firmware.
- **Option 2*** - Relays out of warranty (18 months from install or 2 years from purchase) need to be replaced with new MainsPro relays.
- **Option 3** - G83 or G59 non-compliant inverters – where a non-compliant inverter or one that cannot be reset to comply with G59/3.7 or G99 is fitted, a new relay that is compliant must be fitted under the ALoMCP.

***Option 1** Should a relay not accept the upgraded firmware or fail after being returned to you for re insulation and witness testing, the relay is deemed to be out of warranty. There will be no recourse for any liability on ComAp for replacement or refunds.

Therefore, to avoid any possible uncertainty on relays out of warranty, a new replacement relay would be recommended as it come with a complete 2-year warranty period.

Please note, there is no warranty or guarantee implied or given on option 1 relays. So should the relay fail at any time after the S/W 1.6.0 upgrade, you will have to purchase a new relay at our normal list price of £529.00 ex carriage.

What we need from you for the above options is as follows:

- **Option 1** - For relays still under warranty, you can purchase a replacement relay or have ComAp Control upgrade the firmware to 1.6.0 (see pricing below).
- **Option 2** - You would need to return the old relay, at your cost, we will then dispose of it. Alternatively, please provide ComAp the S/N of the MainsPro relay or any non-compliant relays that you are swapping out and a purchase order for a replacement MainsPro. We will then update our records, obsolete the relay and supply a replacement (see pricing below).
- **Option 3** - You would need to provide us with the make and serial number of the inverter for our records (see pricing below).

Pricing as follows:

- **Option 1** - Firmware upgrade cost of £85 per relay + carriage, the turnaround time for this is 3 to 5 working days from receipt of your relays.
- **Option 2** - Replacement price of £400 ex carriage for a NEW relay. This pricing has been agreed by ComAp for the relays that need to be upgraded.
- **Option 3** – Price for a new G59/3.7 or G99 Really is £400.

Please note that in cases where there might be a need for large amounts of MainsPro relays to be supplied, we will only dispatch quantities of 10 units at a time. We are more than happy to accept your PO with call-off dates that suit you, this will enable ComAp to manage our clients' delivery and stock expectations.

InteliPro Upgrade:

The InteliPro can be upgraded via your laptop – you can get the relevant firmware 1.9.0 file on the ComAp website at <https://www.comap-control.com/> or you can contact Ian Wassman via his email address below.

Should you have any questions on the above please don't hesitate to contact Ian Wassman, Sales Manager for Renewables and Protection Relays, on 07767 112262 or ian.wassman@comap-control.com.