



## Phantom Voltage on CXDM-E2 Distribution Panel

Date: 9/6/2018  
Model #: Smart E2  
Part #: 0917001-XXX

### **Issue**

The CXDM-E2 series distribution panels are designed to accommodate both an “A” and “B” feed input. When the unit is connected to an input feed, the local Voltage/Current meter will show an accurate indication of voltage and current of that input feed. If the unit is powered with only a single input, the alternate side of the panel will show a “phantom” voltage of approximately 17Vdc.

This is a known issue and is caused by a high impedance path between the two voltage measurements on the VI meter. There is no safety issue on the bus where this is active - there is no current carrying capacity on the bus. If a load is placed across the side without a powered feed, it will not be able to provide current. This can also be verified with equipment such as a Fluke Stray Voltage Adapter (SV225).

### **Corrective Action**

Alpha is reviewing a firmware update which will display a loss of feed more accurately using a “---” designation rather than 17Vdc. This firmware is scheduled for release in February of 2019, and will be available for download on our website at <http://www.alpha.ca/support/support-main-menu/software-firmware-downloads>. For the Method of Procedure on how to upgrade firmware locally or remotely, please access Read Me file at the link for the firmware update.

For additional assistance or if you have any questions regarding this notification, please contact Alpha Technical Support at 1-888-462-7487 or [www.alpha.ca/report-a-problem](http://www.alpha.ca/report-a-problem).

Sincerely,

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