

Firmware 5.10, 5.11, 5.20 for D400 End-of-Manufacturing Notice

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Revision Date:

- 20th September 2021 (Excerpt from End-of-Manufacturing Notice GER-4919)
- 27th May 2022 (Excerpt from End-of-Manufacturing Notice GER-4927)

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Background

GE Grid Solutions is committed to customer care and the support of our products. As part of this commitment, GE strives to design high quality products, provide knowledge-based support, and to communicate the availability of new features or products as well as the pending discontinuation of manufacturing for older products or design variants.

On 15th December 2020, GE Grid Solutions announced the discontinuation of the manufacture and sale of **Firmware 5.10, 5.11, 5.20 for D400**.

On 20th September 2021, the alternatives were revised as shown below and the last order date was revised to Contact GE for availability.

On 27th May 2022, GE announced that the order book was closed for **D400 firmware 5.10, 5.11 and 5.20**.

This notice does not apply to any other model not explicitly listed.

Last-Time Buy Window

Please plan the purchase of any additional or spare devices. Orders should be routed to GE prior to the last order date shown. **Orders will be fulfilled based upon availability** and products typically ship within three months of the last order date. Requests for delayed shipments must be agreed with our factories prior to order acceptance.

PRODUCT	LAST ORDER DATE	ALTERNATIVE
D400 firmware 5.10, 5.11, 5.20	Order book closed	G100 or G500

Visit our website at <http://www.gegridsolutions.com/multilin/selector/> for more information about alternative products.

Support

GE's warranty provision is unaffected by this End-of-Manufacturing Notification. After the published last order dates elapse, a repair service follows for products no longer under warranty subject to material availability that includes repairing failed components or modules, but not to providing advanced replacements or a new product or module as a replacement or spare.

Customers should contact GE if they need further information concerning the level of service that is provided on a per product basis.

For Additional Information

If we can provide assistance with migration to new products, please contact us for help. Advice and assistance are also available via: <http://www.gegridsolutions.com/contact.htm?loc=3> or <http://www.gegridsolutions.com/multilin>