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**PCN Number:** 08/2021

**Title:** **Temperature State Feature –  
Removed on certain ace U and ace  
L cameras**

**Product Family:** ace U and ace L with certain sensors

**Release date:** August 23, 2021

**Contact:** Basler Support

**Type of Change:**

**Miscellaneous**    **Firmware**    **PC Software**

**Product design**    **Process**

## Reason for Change

The demand-supply-situation for semiconductor-related components has become increasingly tense and it is our utmost aim to provide our customers with the most reliable and competitive lead times possible in this challenging environment.

One component that faces a shortage is a temperature sensor that is needed for the “*Device Temperature Feature*” and the “*Temperature State Feature*”.

Due to the shortage of the temperature sensor we will focus on delivering cameras and reduce the feature scope. The “*Device Temperature Feature*” won’t be of use anymore and the “*Temperature State Feature*” will be deactivated for the cameras listed below.

Once the demand-supply-situation has relaxed, we plan to offer both features again. This will be published in another Product Change Notification.

### Affected cameras (detailed list of models below):

- ace U GigE with IMX183, IMX265, Python 300, **Python 500** and Python 1300 Sensor
- ace U USB with IMX273 mono, IMX265 mono, IMX264 mono, IMX287 and Python 300 Sensor

Depending on the stock situation we might expand this measure to further cameras models soon.

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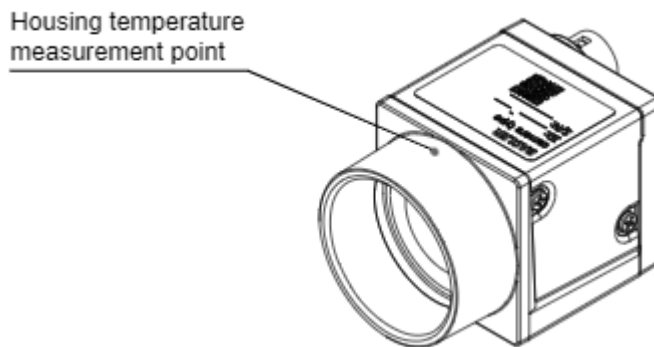
We share this initial version of the Product Change Notification by email once and publish updates later on our Website. Therefore please closely monitor this Product Change Notification on our Website. All recent updates are marked in **red**.

## Change Description

The following **Temperature Requirements** are specified in our Basler Product Documentation to operate the cameras listed below. These Requirements are still valid and will not change.

Housing Temperature during operation	0-50 °C
Housing Temperature according to UL 60950-1	max. 70°C
Ambient Temperature according to UL 60950-1	max. 30°C

*UL 60950-1 test conditions: no lens attached to camera; no heat dissipation measures; ambient temperature kept at 30°C.*



The **Device Temperature** camera feature allows you to determine the camera temperature within the camera (see Basler Product Documentation).

For the camera models listed below, the feature will still be accessible. However, because these cameras will not be equipped with the temperature sensor, a default value of **421°C** will be returned.

The **Temperature State** camera feature indicates whether the camera's internal temperature is normal or too high. In case of over temperature, the image acquisition is stopped and a test image appears until the camera has cooled down again (see Basler Product Documentation).

For the camera models listed below, the feature will be deactivated by removing the temperature thresholds. It will always return the parameter value "ok".

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The over temperature threshold used to serve two purposes:

- 1) Ensuring UL conformity of the camera.

This requirement is still fulfilled. The threshold is only removed from models that do not exceed the maximum 70°C Housing Temperature according to UL 60950-1.

- 2) Preventing damage of the camera.

At elevated temperatures, the camera may get damaged, the camera's lifetime is shortened, and image quality can degrade. We therefore ask you to take special care to provide sufficient heat dissipation to maintain the temperature of the camera housing at 50°C or less.

If sufficient heat dissipation is provided in the application and cameras are operated according to the specified maximum housing temperature of 50°C, this product change does not have an impact on heat development within the camera.

In case cameras in your application have switched to test images before (please see “*Temperature State Feature*”), your application might exceed the specified operating temperature and additional measures to provide sufficient heat dissipation might be needed. Please contact our Basler Support team for assistance.

If cameras in your application haven't switched to test images before, the removed thresholds will have no consequence.

Please note that you won't be able to update future firmware versions on cameras that were produced without the temperature sensor.

## Affected models and expected first production / shipping date

	Model	Part Number	Revision	First Production Date
C19E	acA5472-5gm – IMX183	107769	11	CW35 /2021
	acA5472-5gc – IMX183	107770	12	CW35 /2021
	acA2040-35gm – IMX265	107214	20	CW35 /2021
	acA2040-35gc – IMX265	107215	20	CW35 /2021

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# PRODUCT CHANGE NOTIFICATION (PCN)

	Model	Part Number	Revision	First Production Date
	acA640-300gm – Python300	106750	21	CW35 /2021
	acA640-300gc – Python300	106751	21	CW35 /2021
	acA1300-75gm – Python1300	106755	22	CW35 /2021
	acA1300-75gc – Python1300	106757	21	CW35 /2021
	acA800-510um – Python500	106765	25	CW35 /2021
	acA800-510uc – Python500	106764	25	CW35 /2021
USB	acA1440-220um – IMX273	107652	12	CW35 /2021
	acA2040-55um – IMX265	107210	24	CW35 /2021
	acA2440-35um – IMX264	107208	24	CW35 /2021
	acA720-520um – IMX287	107654	12	CW35 /2021
	acA720-520uc – IMX287	107655	13	CW35 /2021
	acA640-750um – Python300	106748	25	CW35 /2021
	acA640-750uc – Python300	106749	25	CW35 /2021

Customized cameras based on the same product model might be affected, please contact the Basler Support for clarification.

## Additional Information

Basler may make changes to specifications and product descriptions at any time, without notice. The information in this document is subject to change without notice.

There is no claim to exchange or update the stock or the delivered goods due to the PCN. This applies to customer inventories as well as Basler's own inventory. Also there is no claim to receive the old revision after change.

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