MITSUBISHI ELECTRIC

TECHNICAL BULLETIN

GOT-A-0297-A

Display Issues During Prolonged Operation of the GOT3000 Series

■Date of Issue

November 2026

■Relevant Models

GOT3000 Series (GT37 Models)

Thank you for your continued support of Mitsubishi Electric Graphic Operation Terminal (GOT).
It has been confirmed that display issues or screen refresh stoppages occur during prolonged operation of the GOT3000 series (GT37 models).
This bulletin provides information on how to identify affected products, the observed phenomena, occurrence conditions, workarounds, and planned corrections.

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MITSUBISHI ELECTRIC CORPORATION

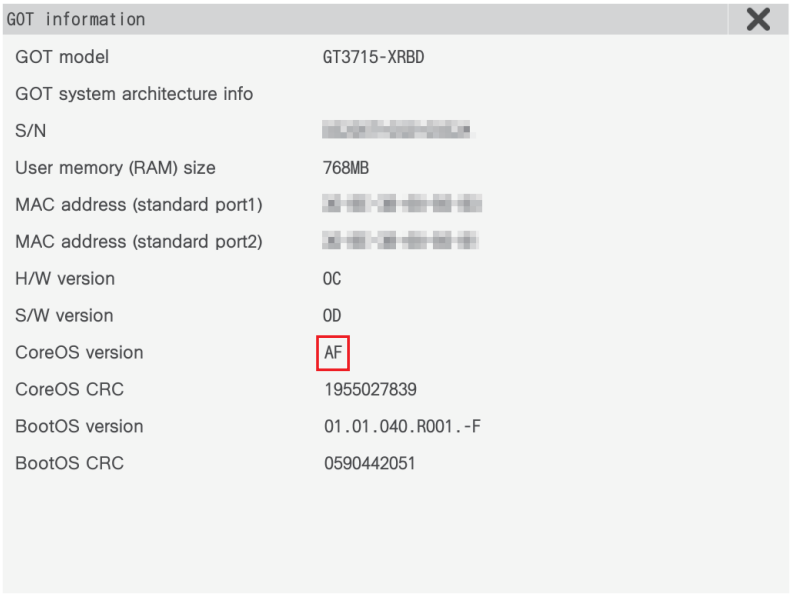
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1 How to identify affected products

1.1 Affected products and versions

The following shows the affected products and versions.

Product	Model	Version	How to check the version
GOT3000 series	GT37 models	CoreOS AA to AF	[Maintenance] tab → [GOT information] screen in the utility 📖GOT3000 Series User's Manual (Utility & Maintenance Functions)



2 Occurrence conditions and phenomena

If the GOT is operated continuously for an extended period of several days to several weeks, the following phenomena may occur, requiring the GOT to be restarted.

- Display issues of figures or objects (e.g., missing or hidden items)
- Display refresh stoppages
- Touch operation unavailability

3 Workarounds

Periodically restart the GOT using one of the following methods:

- Power off the GOT.
- Press the reset switch on the rear of the GOT.
- Turn on GS639.b15 (GOT Reset Control).

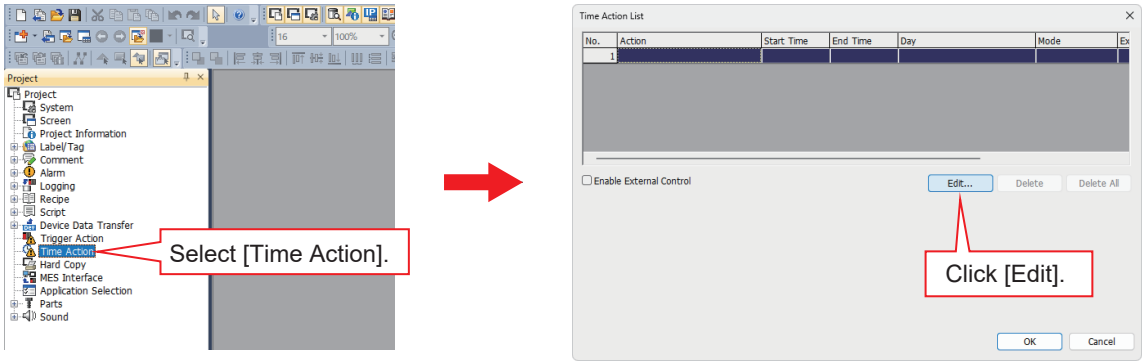
3.1 Automatic reset using the time action function

The issue can be avoided by periodically resetting the GOT automatically using the GS639.b15 (GOT Reset Control) and the time action function.

Automatic reset is available when the GOT clock function is used.

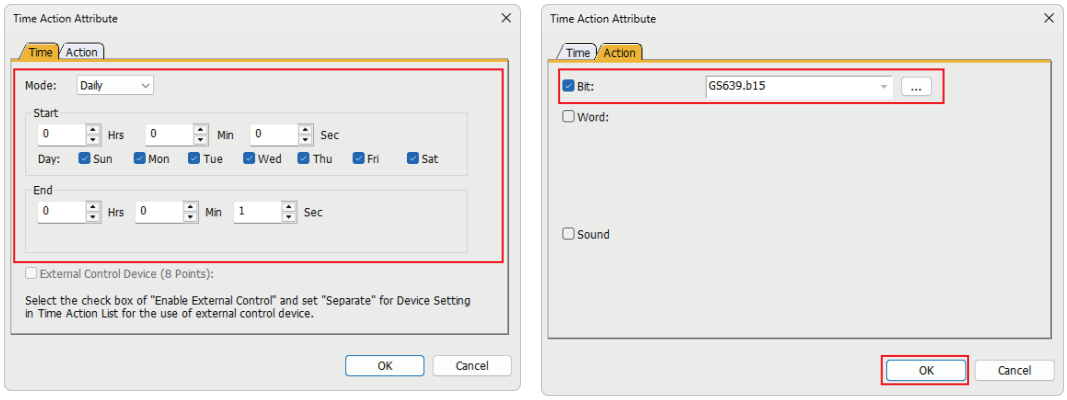
The following example shows how to configure a daily automatic reset at 00:00:00.

1. Open the time action list and click the [Edit] button.



2. On the [Time] tab of the time action attribute screen, set the day of the week and time at which to reset the GOT (start time: 00:00:00, end time: 00:00:01).

On the [Action] tab, specify GS639.b15 (GOT Reset Control) as the operation bit, then click [OK].



4 Planned correction

The CoreOS provided with GT Designer3 (GOT3000) will be corrected.

The following shows the corrected version.

Product	Model	Corrected version	Remarks
GOT3000 series	GT37 models	CoreOS AG or later	Provided with GT Designer3 (GOT3000) Ver. 1.421P or later. Planned web release: December 2026

Revisions

Version	Issue date	Revision
A	November 2026	First edition