



Release Notes for EASY Product Finder V4.19.0

These Release Notes inform about function extensions and eliminated and known function restrictions. Depending on how urgent these function restrictions are, they will be eliminated by corresponding service packs or updates in the course of the further development. Urgent updates will be implemented online on a daily basis, if necessary.

For further questions please get in contact with your local Lenze sales representative.



1. Preliminary remarks

- **Current information relating to the EASY Product Finder**

The latest version of the Release Notes can always be found in the **Application Knowledge Base**.

- **Current Service Pack**

The EASY Product Finder currently has the version: V4.19.0_2025-09-14

- **Energy efficiency directives**

Always observe the national energy efficiency directives when selecting components. The EASY Product Finder does not provide any information on the applicable directives.

- **EASY Product Finder update**

In the event of unexpected behaviour after updating the EASY Product Finder, please delete the cache of the browser used.

- **Restrictions concerning CAD drawings:**

Although the CAD drawings for the EASY Product Finder were created with the greatest care, Lenze cannot assume any liability for incorrect or incomplete CAD drawings. Especially for installation in confined spaces, the CAD drawings must be approved by your local sales partner.

2. System requirements

- Microsoft® Edge® 140.x, Google Chrome™ 140.x or Mozilla® Firefox® 142.x
- For some functions of the EASY Product Finder it is necessary to have Javascript/cookies activated.
- Pop-up windows must be allowed for productfinder.lenze.com.



3. Product and functional extensions as well as corrections included in the current version

- Added: Language aware forwarding to Lenze Support page
- Added: Licences on the SD cards can be found in the accessories
- Added: Show information regarding length and modifications for System Cables

- Changed: Show Delivery Times based on Delivery Times Categories
- Changed: i550 motec - show Low Duty value in catalog if no High Duty value available
- Changed: Show information for country-specific legislations directly in the shopping cart

- Fixed: CAD search for various products
- Fixed: Sort order in Onbehalf search not deterministic
- Fixed: Incorrect translations



4. Function restrictions

Description	Program area / product	Remedy / additional information
<p>Configured product cannot be added to the shopping cart</p> <p>CAD data for a configured product cannot be called</p> <p>Although the product configuration was completed, the shopping cart and the CAD button remain greyed out.</p>	Configuration	<p>Under certain circumstances, browser extensions may lead to this behaviour. Extensions known so far:</p> <ul style="list-style-type: none"> • „Selenium IDE“ (Firefox) • „JsonViewer“ (Opera)
<p>Configuration of MCA26 and MQA26</p> <p>Servo asynchronous motors MCA and MQA each with frame size 26 cannot be configured with motor brake and resolver at the same time.</p>	Configuration	Please connect with your contact in sales. The configuration with motor brake and resolver can be done manually in the SAP system.
<p>Loading shopping carts from the DSD with i700</p> <p>When selecting a double axis of the i700 for a project in the DSD, it is transferred into the shopping cart without changes. When several projects are loaded into the shopping cart, there may thus be too many drive controllers in the shopping cart.</p>	Shopping cart	After loading projects into the shopping cart, please check if the shopping cart contains the correct number of axes.



Description	Program area / product	Remedy / additional information
<p>Limited number of solutions for quick search</p> <p>Limited number of solutions when finding products with power unit "hp" via the quick search.</p>	Product search	Activate "kW" as power unit in the search options.
<p>No CAD drawing for geared motor with compensator</p> <p>When selecting a compensator for a geared motor in the product options, it might be that there is no CAD drawing available for the geared motor.</p>	CAD	Configure the geared motor without compensator.
<p>Safety alert of web browser during operation on mobile devices (e.g. tablet, smartphone)</p> <p>When starting the EASY Product Finder on mobile devices, a message regarding an invalid safety certificate frequently appears. The individual behaviour depends on the operating system and the web browser used.</p>	Web browser for mobile devices	Use on mobile devices is currently not recommended.
<p>Under certain circumstances the generation of the preview of the product details may take several minutes</p> <p>If the option 'Show product graphics' is enabled the generation of the product details may take several minutes depending on the amount of products in the basket.</p>	Shopping cart	Depending on the selected configuration the product graphics are generated at runtime. The time required cannot be shortened. If the product graphics are not required for the inquiry, it is recommended to disable the option 'Show product graphics'.



Description	Program area / product	Remedy / additional information
<p>Upon selection of 230V mains voltage only (geared) motors with connectors may be displayed</p> <p>Solutions with terminal boxes cannot be configured.</p>	<p>Product search / (geared) motors</p>	<p>Configure the (geared) motor in Y400V. The jumpers for Δ230V are to be connected in the terminal box during commissioning.</p>
<p>Unexpected behavior of EASY Product Finder after a longer interruption of the Internet connection, establishment of a VPN or after switching your computer to standby mode</p> <p>Your browser session is invalid or out of date.</p>	<p>all</p>	<p>Press the Reload button in your Internet browser or F5. You may have to log in again.</p>