

DATE: 7/31/2019

TO: All Purchasers/Users of ASCO Power Technologies H and P Frame, 600-1200 Amp Transfer Switches manufactured from March 23, 2018 to November 2, 2018.

SUBJECT: ASCO Power Technologies H-Frame and P-Frame Transfer Switch Insulator

REFERENCE: PRB-218801

**OFFER SAFETY ALERT****WARNING OF POTENTIAL UNSAFE CONDITION****Deliver Immediately to Responsible Person in Your Organization**

Dear Valued Customer,

ASCO Power Technologies is committed to delivering high quality products to our customers. According to our records, your company has recently purchased a 600-1200 Amp H-Frame or P-Frame Transfer Switch (Attachment 5). You may have also received switchboards from a third-party source that contained one of these devices.

As part of our continuous quality monitoring process, we have discovered a vendor non-conformance with an insulator that may affect some of the H-Frame or P-Frame Transfer Switches manufactured between March 23, 2018 and November 2, 2018. These units have serial numbers listed on Attachment 3 – *Affected Serial Numbers*. Refer to Attachment 1 – *Product Identification* and Attachment 2 – *Safety Information* on how to locate the serial number of the transfer switch.

Should a Transfer Switch have this nonconforming part, the potential for **PERSONAL INJURY, PROPERTY DAMAGE AND LOSS OF LIFE SAFETY POWER** may exist. Therefore, the decision was made by ASCO to offer field inspections of products potentially affected and, if nonconforming components are found, for them to be replaced.

The purpose of this letter is to inform you about the issue and to proceed directly with the identification of the affected products for further inspection and replacement of components, if required.

If you are the purchaser or owner of this product, please complete Attachment 4 and e-mail it to ASCO Power Technologies at OfferSafety@ASCOPower.com. If you have questions, please call 1-800-800-ASCO (2726) and select option 5. An electronic version of the customer response form can be downloaded at www.ascopower.com/offersafety.html.

We sincerely apologize for this inconvenience. ASCO Power Technologies thanks you for your business and continued trust.

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Attachment 1 - Product Identification

Illustration 1a – Identifying your product using the Product Identification Label



Locate the Product Identification Label on the front of your Transfer Switch

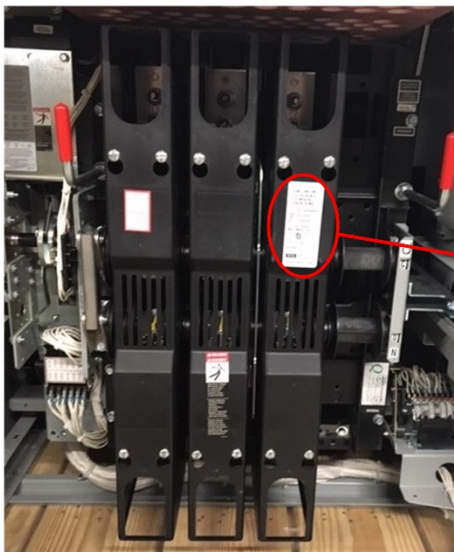


All units affected by this offer safety notice will have a catalog number that begins with the letter H or P.

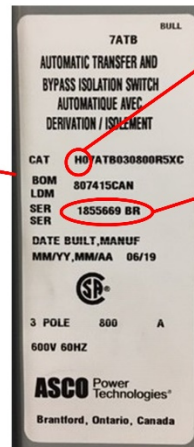
Example Serial Number Format: 1234567 BR

All units affected by this offer safety notice will have a serial number listed on Attachment 3.

Illustration 1b – Alternate method, Identifying your product using internal product identification label. This may be required if the original product identification label was damaged or if the switch was purchased through a third party packager.



Locate the Product Identification Label on the front of your Transfer Switch



All units affected by this offer safety notice will have a catalog number that begins with the letter H or P.

Example Serial Number Format: 1234567 BR

All units affected by this offer safety notice will have a serial number listed on Attachment 3.

[WT1]

Attachment 2 – Safety Information

NOTICE

Read these instructions carefully and look at the equipment to become familiar with the device before trying to install, operate, or maintain it. The following special messages may appear throughout the product documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this symbol to a "Danger" or "Warning" safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

⚠ DANGER
DANGER indicates a hazardous situation which, if not avoided, will result in death or serious injury .
⚠ WARNING
WARNING indicates a hazardous situation which, if not avoided, could result in death or serious injury .
⚠ CAUTION
CAUTION indicates a hazardous situation which, if not avoided, could result in minor or moderate injury .
NOTICE
NOTICE is used to address practices not related to physical injury.

PLEASE NOTE

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel. No responsibility is assumed by ASCO Power Technologies or Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and its installation and has received safety training to recognize and avoid the hazards involved.

Safety Instruction

⚠ DANGER
HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH
<ul style="list-style-type: none"> • Apply appropriate personal protective equipment (PPE) and follow safe electrical work practices. See NFPA 70E or CSA Z462. • This equipment must be installed and serviced only by qualified electrical personnel. • Perform such work only after reading and understanding all of the instructions contained in this bulletin. • Turn off all power supplying this equipment before working on or inside equipment. • Always use a properly rated voltage sensing device to confirm power is off. • Before performing visual inspections, tests, or maintenance on this equipment, disconnect all sources of electric power. Assume all circuits are live until they are completely de-energized, tested, and tagged. Pay particular attention to the design of the power system. Consider all sources of power, including the possibility of backfeeding. • Always practice lock-out/tag-out procedures according to OSHA requirements. • Circuit breaker and switch contacts must be open and all springs discharged before performing maintenance work, disconnection, or removal of a circuit breaker. • Conduct electrical testing to confirm no short-circuits were created during installation, maintenance, or inspection. • Never insert a circuit breaker into a circuit breaker compartment that is not complete and functional. • Be aware of potential hazards; wear personal protective equipment, and take adequate safety precautions. • Carefully inspect your work area, and remove any tools and objects left inside the equipment. • Replace all devices, doors, and covers before turning on power to this equipment. • All instructions in this manual are written with the assumption that the customer has taken these measures before performing maintenance or testing.
Failure to follow these instructions will result in death or serious injury.

Attachment 3 – Affected Serial Numbers

1256301 BR	1684554 BR	1721993 BR	1746389 BR	1759442 BR
1256313 BR	1684555 BR	1722006 BR	1746697 BR	1763886 BR
1256315 BR	1684556 BR	1722793 BR	1746698 BR	1764953 BR
1581681 BR	1684558 BR	1723600 BR	1746699 BR	1769649 BR
1581684 BR	1684560 BR	1723689 BR	1746728 BR	1769958 BR
1613410 BR	1687052 BR	1726206 BR	1747637 BR	1773071 BR
1634729 BR	1687973 BR	1727235 BR	1747762 BR	1774089 BR
1647414 BR	1690663 BR	1728637 BR	1748633 BR	1775269 BR
1649909 BR	1699753 BR	1729133 BR	1749276 BR	1775595 BR
1651588 BR	1701754 BR	1729153 BR	1752065 BR	1776041 BR
1651589 BR	1702147 BR	1730335 BR	1752517 BR	1776054 BR
1651590 BR	1702728 BR	1731055 BR	1752532 BR	1785447 BR
1651591 BR	1703096 BR	1734215 BR	1752547 BR	1789109 BR
1663919 BR	1703097 BR	1734221 BR	1752548 BR	1789124 BR
1663920 BR	1703103 BR	1735461 BR	1752549 BR	1793644 BR
1663922 BR	1705185 BR	1735635 BR	1752550 BR	1795354 BR
1663923 BR	1708094 BR	1736070 BR	1752551 BR	1797664 BR
1667094 BR	1708144 BR	1737002 BR	1752552 BR	1798008 BR
1669134 BR	1709259 BR	1737002 BR	1752553 BR	1799889 BR
1669135 BR	1711915 BR	1737002 BR	1752617 BR	1800148 BR
1674292 BR	1715148 BR	1738639 BR	1754896 BR	1803096 BR
1677224 BR	1715153 BR	1739565 BR	1754896 BR	1804249 BR
1680261 BR	1717245 BR	1740405 BR	1754914 BR	1804356 BR
1681711 BR	1717833 BR	1740925 BR	1756037 BR	1812857 BR
1683424 BR	1719436 BR	1741592 BR	1756037 BR	1813627 BR
1684551 BR	1719538 BR	1741594 BR	1756249 BR	1829517 BR
1684553 BR	1721991 BR	1741699 BR	1757742 BR	1835304 BR

