

DATE: October 21, 2019

TO: All Purchasers/Users of ASCO Power Technologies D-Frame, 30 to 200 Amp Transfer Switches manufactured from August 1, 2018 thru October 31, 2018.

SUBJECT: ASCO Power Technologies D-Frame Transfer Switch Floating Weight



PRODUCT QUALITY NOTICE

Deliver 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 30-230 Amp D-Frame Transfer Switch (Attachment 4 – *Purchased Switches*). 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 non-conformance with a component that affects D-Frame Transfer Switches manufactured between August 1, 2018 and October 31, 2018. To determine your switch falls in this date range, refer to Attachment 1 – *Product Identification* and Attachment 2 – *Safety Information*. These documents provide instructions on how to find the serial number on the product. Once the serial number is identified it can be compared to the list found at www.ascopower.com/us/en/products/campaigns/product-quality-notice.jsp.

Should a Transfer Switch have this nonconforming part, there is a potential for the switch to fail to transfer early in its service life. Therefore, the decision was made for ASCO to offer to repair or replace the affected units.

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 action.

If you are the purchaser or owner of this product, please complete Attachment 3 – *Customer Response Form* and e-mail it to ASCO Power Technologies at OfferQuality@SE.com, so that we can schedule service. If you are a Distributor or Engine Generator Dealer you may complete the attached Customer Response form or contact your ASCO Sales Office. If you have questions, please call 1-800-800-ASCO (2726) and select option 5. This letter, the complete list of serial numbers affected, and an Excel customer response form can be downloaded at www.ascopower.com/us/en/products/campaigns/product-quality-notice.jsp.

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

Attachment 1 - Product Identification

Illustration 1a – Identifying your product using the Service Label



Locate the Service 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 D

Example Serial Number Formats:
123456 WE
123456-001 RE
1234567 RE
1234567-001 WE

All units affected by this offer safety notice will have a serial number that begins with seven digits listed on the next 7 pages.

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



Locate Product ID Label, depending on Model it may be located on the lower left base plate.



All units affected by this offer safety notice will have a catalog number that begins with the letter D

Example Serial Number Formats:
123456 WE
123456-001 RE
1234567 RE
1234567-001 WE

All units affected by this offer safety notice will have a serial number that begins with seven digits listed on the next 7 pages.

For the list of serial numbers affected go to:
www.ascopower.com/us/en/products/campaigns/product-quality-notice.jsp

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 Instructions

DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

- 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.

