



DATE: March 24, 2010
TO: **Installers and Users of the Redundant Switches Listed Below**
FROM: Michael Jansma, Worldwide Product Management
SUBJECT: **American Power Conversion Redundant Switch Models SU045X163 & SU045-1**



PRODUCT SAFETY NOTICE

WARNING OF POTENTIAL UNSAFE CONDITION

DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR ORGANIZATION

American Power Conversion has become aware of a potential nonconformance involving welded relays on 208V redundant switches. A relay could possibly weld when switching power sources allowing power to backfeed from a powered source to an unplugged cord. Should this occur the potential for electrical shock exists. Electrical shock may result in **Death or Serious Personal Injury**.

In an effort to minimize this potential hazard, American Power Conversion is offering a replacement of the affected products. **We request that you stop all sales and installations of the affected products immediately.** All affected products in inventory must be returned to American Power Conversion. Utilize your Return Material Authorization procedure to initiate this process. See "RECOMMENDED ACTION" below to follow the disposition of the products in your possession or outside of your possession. For units currently in use, we will offer safety labels which can be placed on the input power cords until removal of the units is possible.

According to our records you purchased product which may be affected by this Product Safety Notice. This Product Safety Notice applies only to those products identified in the Subject Line of this notice. Products not listed are not affected by this notice.

RECOMMENDED ACTION:

Use the enclosed Notification Information Form to identify the quantity of products that are affected by this Notice and the action required. Once completed, contact our Redundant Switch Recovery hotline at (800) 690-4624. Be prepared to provide the model numbers and serial numbers (Product Identification Sheet enclosed), and original purchase information to verify the products are affected by this notification.

1. **For units in operation:** American Power Conversion will provide safety labels for attachment to input power cords until the units can be removed from operation and replaced. Please specify the quantity of labels required (2 per unit). Once removed from operation, please complete step 2 below.
2. **For units not in operation:** American Power Conversion will provide return shipping for your affected units and supply a replacement unit from our current line of Automatic Transfer Switch products through our Return Material Authorization process. American Power Conversion's current line of Automatic Transfer Switch products can be reviewed at the web address shown:
<http://www.apc.com/products/family/index.cfm?id=14>

We regret any inconvenience this may cause you and your customers. Should you have any questions about this process, please contact our Redundant Switch Recovery hotline at (800) 690-4624.

Regards,



Michael Jansma
Worldwide Product Management
American Power Conversion

Enclosure: "Customer/Distributor Notification Information Form"
"Product Identification Sheet"

SU045-1 & SU045X163 PRODUCT IDENTIFICATION

Product Identification

This recovery affects the following models of APC Redundant Switch:

Model	Description
SU045-1	208V, 16A, (2) L6-20 Input Cords, (1) L6-20 Output Cord
SU045X163	208V, 24A, (2) L6-30 Input Cords, (1) L6-30 Output Cord

The model number and serial number can be found on the identification label located on the back of the unit (shown in Figure 2 and Figure 3). Only units with Model Numbers SU045-1 or SU045X163 are affected by this notice.

The model and serial numbers are needed for identification of the unit during your call to the Recovery hotline. If you have any questions concerning identification, please contact American Power Conversion's Redundant Switch Recovery hotline at (800) 690-4624



Figure 1: Front View of SU045 Unit



Figure 2: Rear View of SU045 Unit

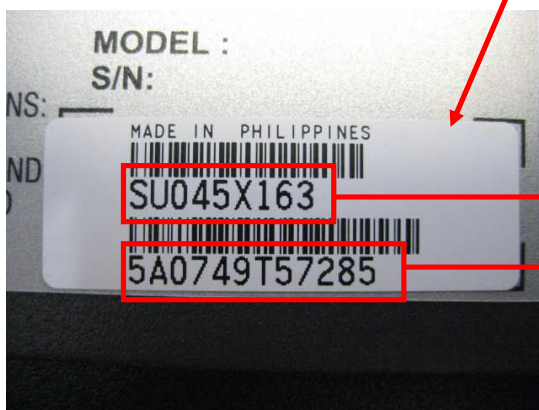


Figure 3: Model & Serial Number Label

Model Number must be SU045-1 or SU045X163

Identify Serial Numbers of all units to be replaced