

Important Product Safety Bulletin

Action Required

Eaton Cutler Hammer Small Load Center

December 16, 2019

Dear Valued Customer,

You are receiving this notification because Eaton records indicate shipment of Small Load Centers during the time period between November 22, 2019 and December 9, 2019 (reference your company specific detailed list on the attached page). **Eaton has identified a potential missing feature, within the enclosure, that guides installation and helps secure the inner cover (reference Figure 2). The absence of these features may reduce the intended protection of the device.**

We are requesting your assistance to return potentially suspect units to Eaton for full replacement. The suspect units were manufactured and distributed between November 22, 2019 and December 9, 2019 and can be identified using the information displayed in Figures 1 thru 4. **Please only contact Eaton after confirming affected product and date codes as described further below.** You have been provided an addendum letter with your specific purchased product to facilitate identification.

Catalog Number	Commercial Description	Nomenclature
CH50SPAST	Spa Panel - Type CH, 50 Amp	SPA, 4 CKT 50A GFCI 3/4
CH60SPAST	Spa Panel - Type CH, 60 Amp	SPA, 4 CKT 60A GFCI 3/4
BR24L125RP	Loadcenter - Type BR, NEMA 3R, 2 circuit, 125 Amp	2/4 CKT 125A LDCNTR
BR2100BRP	Enclosed Circuit Breaker – Type BR, 2 Pole, 100 Amp	2CKT 100A SWITCH
CH2L125RP	Loadcenter - Type CH, NEMA 3R, 2 circuit, 125 Amp	2CKT 125A (RT) LDCNTR
BR24L125RSE2P	Loadcenter - Type BR, NEMA 3R, 2 circuit, 125 Amp	2/4CKT 125A LDCNTR
BR24L125RSEP	Loadcenter - Type BR, NEMA 3R, 2 circuit, 125 Amp	125A LDCNTR

Products manufactured between November 22, 2019 and December 9, 2019 and distributed are potentially affected. Products can be identified using the information displayed in figures below:

Figure 1- Typical Carton Label – for its date code showing only affected product weeks 47, 48, 49.

Figure 2 –Shows product being pulled out of the cartons and where to look for bumps/indents on the case.

Figure 3- Shows a closer view of cases with missing bumps (non-conforming) and bumps present (conforming).

Figure 4- Shows bumps (conforming) from inside the case (center of photo) and the inner cover (on left) and door (on right)



Figure 1 – Typical Carton Label & Date Code location. “F9” Indicates Year 2019 and “49!” indicates 49th week of production. Affected product are from weeks 47, 48, 49

Figure 2– Product being pulled out of cartons. Red circle shows missing bumps on the case. Green circle shows conforming product with visible bumps.



Figure 3 – (Red) -Case on the left defective with missing inner cover support bumps. (Green) Case on the right with inner cover bumps.



Figure 4. Identification of bumps feature location inside case

Action Required:

For units contained within your inventory:

Please inspect product for the affected date codes and missing feature and **IMMEDIATELY CONTAIN** suspect inventory and **STOP** all sales and shipments of suspect products identified above. **All other small load centers manufactured outside the affected date code range are not affected and there is no need to contact Eaton.**

Please contact Eaton's Center of Return Excellence (CORE) at 800-410-2910 or at **CORE@Eaton.com** to arrange for these units to be returned to Eaton. Eaton will provide replacement stock for affected units.

For units that have been sold to your customers:

If your records indicate affected units identified above have been sold to a customer, please request they return the units immediately for full replacement.

Your assistance is necessary to locate the unit's current physical location. Please complete and email **Appendix A** to QualityDeptLincoln@Eaton.com providing detailed contact information for these customers. Eaton will then contact the identified end customer, providing notification, and facilitate replacement.

Eaton regrets any inconvenience this issue may cause, but Eaton is committed to providing our partners and customers with reliable, quality products, and, therefore, respectfully requests your assistance.

If you have any questions regarding your customer's returns, please contact Eaton's Lincoln quality team at 217- 732-5329 or send an email to QualityDeptLincoln@Eaton.com

Thank you in advance for your cooperation and support.

Eaton Residential & Wiring Device Division



Powering Business Worldwide

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Appendix A

Eaton Cutler Hammer Small Load Center – Safety Bulletin

(Use to document products sold to end use customers)

For Small Load Center (SLC) replacements: After confirmation of affected date code and verification of missing features, complete form and email to:

QualityDeptLincoln@Eaton.com

Company Name:	
Street Address:	
City:	State/Province:
Postal Code:	Country:

General Order Number	Item Number	Quantity	Email address	Phone

Your Name: _____

Contact Email: _____

Contact Phone: _____

Signature: _____

Date: _____