

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)



Eaton Corporation Residential and Wiring Devices 1725 1200th Ave Lincoln, IL 62656 Tel: 217-732-5329



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.

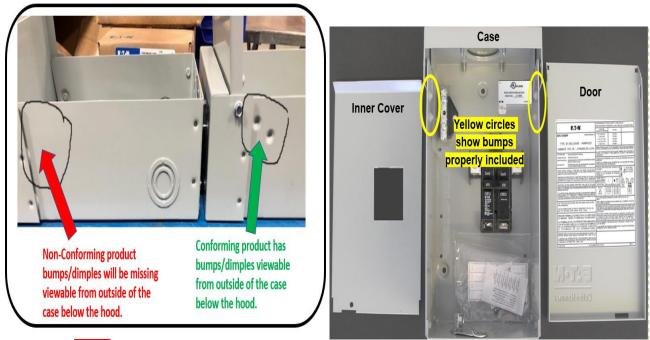


Figure 4. Identification of bumps feature location inside case

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



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 <u>QualityDeptLincoln@Eaton.com</u> 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 <u>QualityDeptLincoln@Eaton.com</u>

Thank you in advance for your cooperation and support.

Eaton Residential & Wiring Device Division



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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/Providence: |
| Postal Code: | Country: |

| General Order Number | Item Number | Quantity | Email address | Phone |
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| Your Name: | Contact Email: |
|----------------|----------------|
| Contact Phone: | Signature: |

Date: _____