



PRODUCT NOTICE

Notice of Potential Product Concern

Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

ArmorConnect Compliance to decaBDE Material Restrictions

Reference: 2017-09-001

Date: September 2017

This Product Notice informs you that Rockwell Automation has identified the EU RoHS-restricted substance Decabromodiphenyl ether (usually referred to as decaBDE – CAS number 1163-19-5) in some ArmorConnect receptacles. This substance is restricted in California unless the product is accompanied by a label indicating that the product contains decaBDE. This substance is also banned for products like ArmorConnect receptacles in the U.S. states of Oregon, Maryland, and Illinois, and therefore some ArmorConnect receptacles will not be available for sale in those states until the products become “EU RoHS compliant”.



– Product Identification –

The affected products are ArmorConnect connection devices, catalog numbers:

- 280-M22F-M1, 280-M24F-M1, 280-M35F-M1, 280-M35F-M3, 280-M35M-M3
- 284-M29M-M03
- 285-M25M-M05, 285-M24M-M05

– Description –

Rockwell Automation has identified the EU RoHS-restricted substance Decabromodiphenyl ether (usually referred to as decaBDE – CAS number 1163-19-5) in some ArmorConnect receptacles. This substance is restricted in California unless the product is accompanied by a label indicating that the product contains decaBDE. This substance is also banned for products like ArmorConnect receptacles in the U.S. states of Oregon, Maryland, and Illinois, and therefore some ArmorConnect receptacles will not be available for sale in those states until the products become “EU RoHS compliant”.

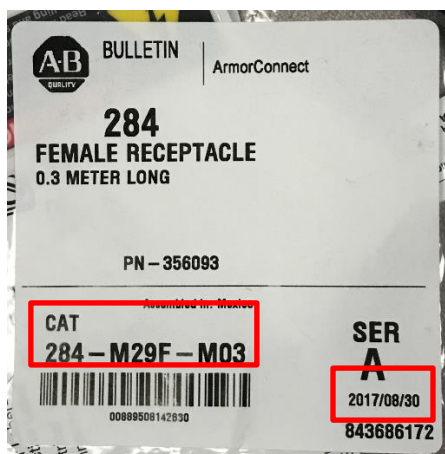
As Rockwell Automation products have been transitioning to RoHS “compliant” status over the last several years, the manufacturing date that the product first became “compliant” may be found by sending a request to ProductStewardship@ra.rockwell.com, or by looking up the product catalog number at: <http://www.rockwellautomation.com/global/about-us/sustainability-ethics/product-environmental-compliance.page?>

To facilitate this transition, beginning July 28, 2017, ArmorConnect products that do not meet the material restrictions will be blocked from sale into the EU/EAA and from sale into the states of California, Oregon, Maryland, and Illinois. When compliant material is available, Rockwell Automation Knowledgebase Article ID 1063349 for this notification will be updated to show the release date and date code of material corrected product. The date code may be found on the product packaging label and identification tag label affixed to one of the product wires.



The product identification tag is affixed to one of the product wires and will show the catalog number in the CAT field and the manufacturing date code above the serial number. The date code is in the format of YYMMDD where YY is the last two digits of the year, MM is the month code, and DD is the day of the month.

In the example shown to the left, the catalog number is 284-M29F-M03 and the date code is 170830, or August 30, 2017. This label is shown as an example only and is not part of the affected population.



For unopened product still within the packaging bag, the product identification information is on the packaging label. The catalog number is in the CAT field and the manufacturing date is under the SER field and is of the format YYYY/MM/DD where YYYY is the year, MM is the month code, and DD is the day of the year.

In the example shown to the left, the catalog number is 284-M29F-M03 and the date code is 2017/08/03, or August 30, 2017. This label is shown as an example only and is not part of the affected population.

Material compliance for the listed jurisdictions began as follows:

EU/EAA	July 22, 2017
Illinois ¹	2010
Oregon	2011
Maryland	2012
California	2013

¹ – The Illinois Act does not restrict manufacturers, importers, or distributors from transporting products containing PBDE's through the State or storing PBDE's in the State for further distribution.

Important – The product is functionally correct. This notification only addresses restrictions on the shipment of specific materials used in the construction of the product.

– Temporary Workarounds –

No workaround has been identified. Customers are asked to review the Correction section of this notification.

– Correction –

Rockwell Automation is in the process of obtaining compliant materials for the manufacture of these products and expects to start shipping compliant product through the end of October 2017. Customers whose product or equipment will be shipped into the EU/EEA or one of the identified U.S. states must take responsibility to ensure compliance with local regulations. As more ArmorConnect products become RoHS compliant refer to the Product Environmental Compliance website for updates. <http://www.rockwellautomation.com/global/about-us/sustainability-ethics/product-environmental-compliance.page?>

You may be affected if you ship product containing an affected ArmorConnect product into one of the listed jurisdictions. If you are not shipping product into one of these jurisdictions, you are not affected and no action is required on your part.

When compliant materials are available for shipment, Rockwell Automation will replace non-compliant ArmorConnect products for compliant product when installation is planned for an EU/EAA country or one of the four impacted states. Contact your local Rockwell Automation Distributor or Sales Office, or original place of purchase, to request replacement material. Reference this Product Notice PN 2017-09-001 when making your replacement request.

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Notice. Refer to the Product Identification and Description sections of this document for product identification assistance.
- If applicable, contact your local Rockwell Automation Distributor or Sales Office for replacement. Make sure to reference this Product Notice PN 2017-09-001 when requesting replacement product. Rockwell Automation will accept requests for repair (where applicable) or replacement product for a period of 18 months from the initial publication of this Product Notice.
- All returns should be over packed to prevent shipping damage during transit.
- Continue to check incoming shipments for potentially affected product. Product in transit or in non-Rockwell Automation inventory may continue to contain potentially affected product for a period of time after the publication of this document.
- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect contracts should reference this Product Notice when calling.
- Customers with TechConnect contracts may be able to [chat online](#) with support representatives. Reference this Product Notice when connected to a support engineer.

The most current version of this Product Notice is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number [1063349](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.

Customers using the Rockwell Automation Support Center in a non-English language should search for the document by the article ID number listed above. The resulting article ID for non-English postings may be different than the listed article ID number.

If this Product Notice does not affect you because you do not have the products any longer, or if you are a Distributor, Rockwell Automation asks that you forward a copy of this notice, with any identifying documentation, immediately to the person or company that now has the product. We also ask that you contact Rockwell Automation Technical Support and provide the location of the affected units.

We appreciate your immediate cooperation. If you have any questions, please contact us.

Sincerely,

ROCKWELL AUTOMATION

You can register for Automatic Product Safety Advisories and Product Notices from Rockwell Automation by email. Go to the Support web page at <http://www.rockwellautomation.com/support> and click the *Visit the Technical Support Center* link. Sign in with your Tech Connect Account or free Rockwell Automation Member Account and you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

Appendix A Regional Technical Support Information

The following list can help you to contact the correct technical support center for your location. If your country is not listed, you can find a customer support number for your location on <http://www.rockwellautomation.com/support/> by clicking *Get Support Now*, selecting your country, and clicking the *Phone/OnSite Support* tab.

Region / Country	Phone Number () International Code
Asia/Pacific	
Australia	1 800 762 593
China	400 620 6620
Hong Kong	+852 2887 4666
India	1 800 2000 121
Japan	03 3206 2785
Korea	(82) 2 2188 4400
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	080 902 0908
Thailand	(66) 2936 1500
Caribbean	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
Central America	
Argentina	800.666.0320
Belize	(1) 440 646 3650
Bolivia	(54) 800 10 0632
Brazil	(55) 11 5189 9500
Chile	800.53.0012
Colombia	01.800.700.2107
Costa Rica	0800.013.1215
Ecuador	58.212.949.0611
El Salvador	(52) 55 5246 2010
Guatemala	1.800.288.0108
Honduras	(52) 55 5246 2010
Mexico	001.888.365.8677
Nicaragua	(52) 55 5246 2010
Panama	001.800.203.3475
Paraguay	(54) 11 5554 4000
Peru	0800.535.36
Suriname	(1) 440 646 3650
Uruguay	(54) 11 5554 4000
Venezuela	800.1.00.3062

Region / Country	Phone Number () International Code
Europe	
Austria	(49) 211 41553 664
Belgium	(32) 2 716 8411
Czech Republic	(420) 28401 5911
Denmark	(45) 43 466 006
Finland	(358) 958 447 419
France	(33) 825303132
Germany	(49) 211 41553 664
Hungary	(420) 28401 5911
Ireland	(44) 01908 635245
Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
Italy (Bologna, Firenze, Napoli, Roma e Torino)	(39) 199 11 99 22
Morocco	(33) 825303132
Netherlands	(31) 10 266 55 80
Poland	(48) 22 32 60 707
Portugal	(1) 440 646 3223
Slovakia	(420) 284015911
Spain	(34) 902 30 93 30
Sweden	(46) 46 19 93 91
Switzerland (German)	(41) 0844 84 84 11
Switzerland (French)	(41) 0844 84 84 12
Switzerland (Italian)	(41) 0844 84 84 13
United Kingdom	(44) 01908 635245
North America	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223

If you have a TechConnect Contract, please use the telephone number supplied to you with the contract.