

PRODUCT SAFETY ALERT

2711-T5A*, PanelView Standard 550 Touch Terminals

Ref: ACIG 2007-05-001

Date: May 2006

Dear Rockwell Automation Customer,

The purpose of this Product Safety Alert is to inform you of a potential safety issue that exists with:

- **2711-T5A*, PanelView Standard 550 Touch Terminals, for the following applications: Class I, Division 2, Groups A, B, C, D; Class I, Zone 2, Group IIC, T4; Class II, Division 2, Groups F, G, CL. III, T4**

This Alert explains the potential safety issue and the steps being taken to rectify the situation.

- Issue Description -

With the Bul. 2711 PanelView Standard 550 Touch Terminals, the following potential safety issue exists for products manufactured between February 2006 (date code on affected terminals: 0206) and August 2006 (date code on affected terminals: 0806):

Safety Issue – A poor connection between the integrated DC power supply terminal block and the printed circuit board may result in arcing.

Integrated power supply assemblies manufactured during the above dates may have poor solder adhesion to the printed circuit board at the power terminal block. **There is a remote possibility of a safety issue for the following applications: Class I, Division 2, Groups A, B, C, D; Class I, Zone 2, Group IIC, T4; Class II, Division 2, Groups F, G, CL. III, T4.** If this solder joint fractures during operation there is the potential for an arc to be generated.

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- Product Identification -

Product **affected** by this Mandatory Product Safety Alert includes 2711-T5A* terminals with the following series and revision:

- 2711- T5A* PanelView Standard terminals
 - 2711- T5A15L1, Series B, Revision C and D
 - 2711-T5A10L1, Series B, Revision C and D
 - 2711-T5A12L1, Series B, Revision C and D
 - 2711-T5A14L1, Series B, Revision C and D
 - 2711-T5A16L1, Series B, Revision C and D
 - 2711-T5A1L1, Series B, Revision C and D
 - 2711-T5A20L1, Series B, Revision C and D
 - 2711-T5A2L1, Series B, Revision C and D
 - 2711-T5A3L1, Series B, Revision C and D
 - 2711-T5A5L1, Series B, Revision C and D
 - 2711-T5A8L1, Series B, Revision C and D
 - 2711-T5A9L1, Series B, Revision C and D

Affected products can be identified using the following guidelines:

- All PanelView Standard catalog numbers identified above, which were manufactured between February and August 2006 with a manufacture date code on the product and box labels of **0206 through 0806**.



PanelView Standard 550 Touch

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- Issue Correction -

Effective immediately, the following guidelines should be applied to all PanelView terminals listed in the “Product Identification” section.

- All PanelView Standard 550 Touch Terminals applied or planned to be **applied in the following applications must immediately be decommissioned, and returned for warranty replacement: Class I, Division 2, Groups A, B, C, D; Class I, Zone 2, Group IIC, T4; Class II, Division 2, Groups F, G, CL. III, T4.**
- Customers using these PanelView Standard 550 Touch Terminals in other applications may also return these products for warranty replacement to avoid possible faults or failures.

-Requested Customer Action-

Each notified customer should take the following actions:

- Confirm that they have the affected products.
- Immediately contact their local Rockwell Automation Sales and Support office to determine the appropriate course of action. Together, the local office and customer will determine the correction for their situation.

If customers require any further technical assistance, they should contact Rockwell Automation Technical Support **(440) 646-3223** or their local Rockwell Automation Sales and Support office.

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

Sincerely,

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