



DATE: December 14, 2009
TO: **Schneider Electric distributors who have sold** the specific Modicon Quantum Power Supplies LISTED BELOW
Dist: BORDER STATES ELEC SUPPLY
FROM: Robert Konermann, US Automation & Safety Product Management
SUBJECT: **Modicon Quantum Power Supplies – Delayed Delivery Notice**

Schneider Electric has learned that certain Quantum 120VAC Power Supplies have a potential issue related to dendrite or “whisker” growth. A dendrite is an assembling of “conductive matter” that is not visible at the surface of the component. This condition may put the power supply in a non-functional condition. As a caution, Schneider Electric decided to put all existing orders in the months of October and November on ship hold until a detailed root cause analysis could be completed. This issue affects the following Modicon Quantum power supplies:

- 140CPS11420
- 140CPS12420
- 140CPS11100
- 140CHS41010 (because it includes 140CPS11100)
- 140CPS11420C (conformally coated version)
- 140CPS12420C (conformally coated version)
- 140CPS11100C (conformally coated version)
- 140CHS41020 (because it includes 140CPS11100)

These power supplies will have a serial number that includes the date code 210851xxxxx through 210940. The pertinent portions of the serial number are 0851 - 0940. (see Exhibit 1: Product Photo and ID). This indicates the 51st week of 2008 through the 40th week of 2009. If your power supplies were built before that date, they are not affected.

After further testing of the modules our investigation showed that dendrite growth did not occur unless the environmental conditions were near the upper limits of their specifications (60 degrees C and 93% humidity). Testing also isolated the root cause of this problem allowing for minor manufacturing modifications to eliminate the issue. Therefore, Schneider Electric plans to release new products during week 51 of 2009. Existing installations will operate properly without dendrite formation within environmental limitations of less than 55 degrees and less than 83% humidity. Should you find that your customer’s environmental conditions are at the upper end of the product specification, please explain to your customer that we will replace any power supplies that fall within the date codes identified above. You will need to order new power supplies that have been produced in a manner that prevents the formation of dendrites) to replace the existing supplies. You will be invoiced for these power supplies

but as soon as we receive the affected power supplies, the invoiced amount will be credited back to you.

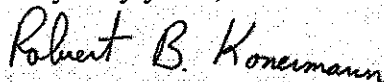
Shipping should be back to normal during the month of January. However, due to the large number of power supplies that may be affected, we anticipate that we will continue to correct this situation through the first quarter of 2010. Orders are being prioritized to avoid as much confusion and difficulty as possible. We apologize for any inconvenience this may have caused but Schneider Electric is committed to deliver the best quality product to the market. Thank you for your patience.

If you have any of these power supplies that fall with the date codes specified, you will want to return them to the following address and be certain to reference IQ 092260.

Schneider Electric
Raleigh Resale Returns
8001 Knightdale Boulevard
Knightdale, NC 27545
Attn: IQ092260 Quantum CPU

Your purchase details are included below.

Very truly yours,



Robert Konermann
US Automation and Safety Product Manager
Schneider Electric North America

Enclosure: EXHIBIT 1: "Product Identification Table"
EXHIBIT 2: "Customer/Distributor Product Information Form"
"Installers and Users" notification letter

EXHIBIT 1 – PRODUCT IDENTIFICATION

PRODUCT IDENTIFICATION

This issue affects the following Modicon Quantum power supplies:

Reference	Description
• 140CPS11420	• 140CPS11420C (conformally coated version)
• 140CPS12420	• 140CPS12420C (conformally coated version)
• 140CPS11100	• 140CPS11100C (conformally coated version)
• 140CHS41010 (because it includes 140CPS11100)	• 140CHS41020 (because it includes 140CPS11100)

The part number is located on the front of the product (ie, 140CPU65150) These power supplies will have a serial number that includes the date code 210851xxxxx through 210940. (see exaple below). The pertinent portion of the serial number is the 0851 - 0940. This indicates the 51st week of 2008 through the 40th week of 2009. If your power supplies were built before that date, they are not affected.

The part number on all the single-slot Modicon Unity Quantums is in the same location.

