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To: **BORDER STATES ELEC SUPPLY**      cc:

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From: **Ray Dubiel**

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Date **19-Sep-2008**

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Subject: **Important Safety Bulletin from SolaHD on P/N# SDN20-24-100P**

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Dear SolaHD Customer,

We have discovered that a number of SolaHD SDN20-24-100P power supply units with date codes of MG020400000 through MG350899999 may have been manufactured with an input relay that does not conform with all the intended applications for the supply. There is no effect on reliability or safety when the power supply is used in an ordinary location. However, units with the non-conforming relay have not been tested to UL60079-15 safety standard for use in Class 1, Zone 2 locations. Although we have had no reported incidents involving the product in the years these have been in service, **failure to replace this power supply in a hazardous Class 1 Zone 2 location could result in fire or explosion.** Therefore, we feel the safest course of action would be to replace them for customers who do use them in those locations.

Our records indicate that you have purchased the following quantities of SolaHD P/N# SDN20-24-100P during the time frame identified (see the attached for quantities, shipment dates and Purchase Order Numbers). If you have any affected inventory in stock at your location, we request that you contact us for an RMA and return your stock to us for inspection. We also ask that you pass this notice on to your customers. Alternately, you may wish to provide us with the names and addresses of your customers along with any information that would help us identify the power supplies to your customers, and we will contact them for you. This information will only be used for the purposes of this bulletin.

Where units are in service in a Class 1, Zone 2 area, we will replace them at no charge. We will send the replacements to the customer and they can swap the old unit out for the new so there is no extended down time.

Please contact Becky Smith to arrange all returns and replacements associated with this issue. Becky can be reached by calling 800-377-4384 and taking option 3 on the menu or by fax at 256-638-9775.

If you have any questions, please contact me at 847-268-6619, e-mail me at [ray.dubiel@emerson.com](mailto:ray.dubiel@emerson.com) , or fax them to me at 847-268-6033.

Please accept our apologies for any inconvenience that may have been caused.

Regards,

Ray Dubiel  
Director of Engineering, SolaHD

<u>Cust</u>	<u>Distributor Name</u>	<u>City</u>	<u>St</u>	<u>Cust Order#</u>	<u>Ord#</u>	<u>Inv#</u>	<u>LINVD</u>	<u>Ship Date</u>	<u>Qty</u>
1091	BORDER STATES ELEC SUPPLY	EL PASO	TX	5200023542	613232	1461625	20041209	20041209	1
1091	BORDER STATES ELEC SUPPLY	EL PASO	TX	4500564536	657632	1471368	20041215	20041215	2
1091	BORDER STATES ELEC SUPPLY	EL PASO	TX	4500638080	885160	1850217	20050826	20050826	1
1091	BORDER STATES ELEC SUPPLY	EL PASO	TX	4500683572	117638	2137872	20060131	20060131	1
1091	BORDER STATES ELEC SUPPLY	EL PASO	TX	5500548537	405464	2664810	20061214	20061214	1
1091	BORDER STATES ELEC SUPPLY	EL PASO	TX	4500966514	654326	3150373	20070925	20070925	2
1091	BORDER STATES ELEC SUPPLY	EL PASO	TX	4500979030	674232	3236972	20071109	20071109	2
1091	BORDER STATES ELEC SUPPLY	EL PASO	TX	5200153530	881406	3670543	20080711	20080711	1
1091	BORDER STATES ELEC SUPPLY	EL PASO	TX	4501111964	877315	3670251	20080712	20080712	1
1091	BORDER STATES ELEC SUPPLY	EL PASO	TX	5200153530	881430	3670644	20080713	20080713	1
1091	BORDER STATES ELEC SUPPLY	EL PASO	TX	5200153530	891406	3739777	20080812	20080812	-1