

P.O. Box 4999
Syracuse, NY 13221-4999
Wolf & 7th North Streets
Syracuse, NY 13221
Phone: 315-477-5111
Fax: 315-477-5118



**IMPORTANT – PRODUCT NOTIFICATION & SAFETY NOTICE
[PUSH BUTTON OR SELECTOR COMPONENTS: DEV 11, DEV 12,
DEV42, DEV43, DEV44]**

May 16, 2011

Re: **PUSH BUTTON OR SELECTOR COMPONENTS: DEV 11, DEV 12, DEV42,
DEV43, DEV44**

Dear Valued Cooper Crouse-Hinds Customer:

Our records indicate that your organization has purchased one or more of the items that contain/or are the **PUSH BUTTON OR SELECTOR COMPONENTS: DEV 11, DEV 12, DEV42, DEV43, DEV44** manufactured from January 1, 2008 to March 3, 2011.

The items you purchased that *contain* this **DEV 11, DEV 12, DEV42, DEV43, DEV44** component could be any of the following:

- EDS(C) 11XX, 21XX, 31XX (-S111) (Includes SA- Aluminum as well)
- EFS(C) 11XX, 21XX, 31XX (-S111) (Includes SA- Aluminum as well)
- EDS(C) 1XXXX, 2XXXX, 3XXXX -S111 (Includes SA- Aluminum as well)
- EFS(C) 1XXXX, 2XXXX, 3XXXX -S111 (Includes SA- Aluminum as well)
- DSD 9XX-(S111)
- DS511 SA (S111...)
- DS429 (D) (SA) (S111,S153...)
- DS454(D) (S111,S153...)
- DS510 (JX, JXX..)
- DS511 (SA) (S111,S153...)
- DS513 (SA) (JX, JXX..)
- DS514 (SA) (JX, JXX..)
- DS672, DS673, DS675 (SA) (S634, S635...)

Cooper Crouse-Hinds recently became aware of a condition in the product that makes it unsuitable for use at this time.

Specifically, the **DEV 11, DEV 12, DEV42, DEV43, DEV44** pushbuttons/selectors may seize up and no longer be in working order. There has been a very low rate of returns/occurrences. However, the functionality of any push button is necessary so we must notify our valuable

customers of the possible issue. **We have determined the cause of the condition and have corrected our manufacturing process going forward.**

Included with this letter is a Product Notification List. This list contains products that you have purchased during affected time period. This list includes Part Number, Quantity, your Distributor Purchase Order Number, Cooper Crouse-Hinds Sales Order Number, and Ship Date. If you have a **DEV 11 OR DEV 12 S111 (MOMENTARY E-STOP) or any of the items above that contain DEV 11 OR DEV 12 S111 E-STOP you will also receive a Recall Letter, as those items are being recalled as the Momentary E-STOP stations must always be kept in working order.**

If you have the PUSH BUTTON OR SELECTOR COMPONENTS: DEV 11, DEV 12, DEV42, DEV43, DEV44 or any of the items above that contain them in your inventory, do not sell or use those products until you test the functionality of each unit to ensure they are working properly.

If you installed PUSH BUTTON OR SELECTOR COMPONENTS: DEV 11, DEV 12, DEV42, DEV43, DEV44 or any of the items above that contain them, please test the functionality of each unit to ensure they are working properly. If they are sticking or are otherwise not working properly, contact us at the number below for a replacement pushbutton(s) at no charge to you.

If you are a distributor, you must immediately forward this notice to customers who purchased the PUSH BUTTON OR SELECTOR COMPONENTS: DEV 11, DEV 12, DEV42, DEV43, DEV44 or any of the items above that contain them. Instruct them to test the functionality of each unit to ensure they are working properly. Enclosed in this letter is a Distribution Reply Form containing the required customer information that is to be provided to Cooper Crouse-Hinds. Please return the Distributor Reply Form in the provided self-addressed return envelope.

Cooper Crouse-Hinds is committed to the highest standards of quality and deeply regrets any inconvenience that this situation may cause your organization. Please contact Mark Panto at 315-477-5291 for any replacement DEV 11, DEV 12, DEV42, DEV43, DEV44 pushbutton/selector requests (Pictures attached) or if you have any questions.

To **uninstall** the DEV component from a control station assembly or DSD Cover:

- Remove 4 screws from the front cover. (If in an EDS(C) assembly) Gently remove cover. If wired, remove the un-energized wiring.
- Remove contact block from mounting block or mounting plate by using a slotted or Phillips head screwdriver to loosen the field wiring terminal screws the required 3 or 4 turns.
 - Set contact block aside for use any replacement DEV

- Locate/loosen the small Allen Screw to remove the mounting block to remove mounting block from inside of the cover.
- Hold mounting block and remove pushbutton sub-assembly from the front side of the cover by un-threading it from the cover. Remove and set aside the DL legend plate if installed.
- Once DEV component and mounting block are removed please thread them together and return as required for replacement.

Sincerely,



Steven P. Sundlov
Product Line Manager – NEC Controls & Apparatus



