

May 21, 2010

Important Product Quality Bulletin

Eaton Brand SMICRO6 Series Surgetrap™ Surge Protectors – 6 Outlet SMICRO6C, SMICRO6T, SMICRO6TC

SMICRO6C, SMICRO6T and SMICRO6TC Series Surge Protectors may experience a short circuit when plugging into certain of the six outlets on the surge protector.



To: Valued Customer

You are receiving this notification because our records indicate that you purchased a product (**SMICRO6C, SMICRO6T and/or SMICRO6TC** Micro Series Surge Protector – 6 Outlet) prior to May 21, 2010. Please read through this bulletin and take the appropriate action. If you are not the end customer for this product and have subsequently shipped this product to a 3rd party, then we request that you forward this notice.

Eaton Corporation (“Eaton”) has identified a product integrity issue on the specific surge protectors **purchased directly from Eaton prior to May 21, 2010**. Any purchases after this date are not affected by this quality issue.



Affected product purchased prior to May 21, 2010



Eaton Corporation
1000 Cherrington Parkway
Moon Township, PA 15108
1-800-210-6208

Certain of these surge protectors may be susceptible to a short circuit. In the event of a short circuit, the surge protector may emit a spark and/or smoke but the internal fuse is designed to provide protection from further sparking. Thus, there is no significant safety issue. However, in an effort to ensure that Eaton's customers receive the highest quality product, Eaton is asking that the product be returned.

If you are a distributor of this product, Eaton asks that you please hold all affected product for return. If you are not the end customer for this product and have subsequently shipped this product to a 3rd party, Eaton asks that you forward this notice to the end customer.

How to Obtain Warranty Credit or Replacement

PURCHASED DIRECTLY FROM EATON - If you purchased this product directly from Eaton, ask your Eaton service provider to process the necessary warranty claims through normal service channels.

PURCHASED FROM A DISTRIBUTOR OR OEM - Contact your supplier and ask for replacement/s for the product by Catalog Number, and Quantity. Your distributor or OEM will make the necessary arrangements (a warranty claim) with Eaton.

SOURCE UNKNOWN – If you have nonconforming product and need replacement/s but do not know how to contact the appropriate service channel, call 1(217) 732-5366 or email MarcESchoonover@eaton.com for assistance.

Eaton regrets the inconvenience this issue will cause, but Eaton's commitment to our partners and customers to provide a quality product requires that Eaton take this action. Thank you in advance for your cooperation and support.

Regards,
Eaton Residential Products Division