

January 15, 2008

## Important Product Safety Bulletin

### Eaton/ Cutler-Hammer Brand Labeled Rotary and Toggle Disconnect Switches

A supplier defect in the disconnect switch could allow one pole to remain energized when the switch is in the OFF position,

To: Valued Customer

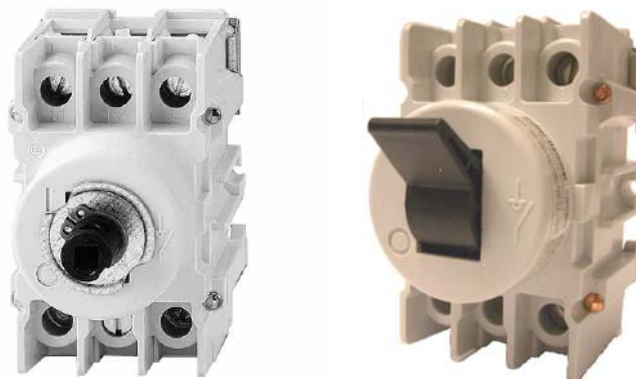
You are receiving this notification because our records indicate that we shipped a product (loose switch or enclosed switch) in the suspect date range to you. Please read through this bulletin and take the appropriate action. If you are not the end customer for this product and have subsequently shipped this product to a 3<sup>rd</sup> party, then we request that you forward this notice.

Eaton Corporation received notification from our supplier of Rotary and Toggle disconnect switches that it has identified a product integrity issue on specific switches it manufactured from Week 1 of 2007 to Week 50 of 2007. Eaton is working diligently with the distributor of these products to comply with the supplier's instructions to replace the defective switches. This potential defect could represent a safety issue. Your immediate attention is needed to replace this switch, thus insuring safe operation.

The suspect switch catalog numbers and enclosed switch catalog numbers are listed in the table in Appendix A, and may have been sold through Eaton warehouses or satellites. **This field action only affects the 60A, 80A, 100A and 125A switches or enclosures containing these switches.** Appendices B and C of this letter contain instructions for determining if you have a switch or enclosed switch that is suspect. If you have a loose or enclosed switch that has not been installed, please return it immediately for replacement. See section "How to Obtain No-charge Replacements".

## Caution

**DO NOT Attempt to identify the switch without ensuring that the upstream protective device is in the "OFF" position de-energizing the disconnect switch.**



Affected Rotary and Toggle Disconnect Switches



The defect for the particular Rotary and Toggle disconnect switches supplied to Eaton and identified in Appendix A is directly related to a defect in a component contained within the switch. For some of the switches our supplier manufactured from Week 1 to 50 of 2007, a plastic plunger internal to the switch may fracture over time. If this happens, there is the potential that the plunger will no longer open one pole of the switch, leaving the pole energized when the switch is in the open position.

Subsequently, a user could move the disconnect handle of an enclosure containing the suspect switch to the "OFF" position and if the switch is defective, the contacts could remain in a closed condition. Thus, the load side of the switch would remain energized despite the visual indication of the enclosure disconnect handle indicating that the switch is "OFF".

## **DANGER**

**This condition could result in death, serious personal injury or property damage. Follow standard switch installation procedures to inspect and/or replace.**

In order to remedy this condition, our supplier has indicated that you must replace the potentially defective switch or A/C disconnect switch assembly and return it to Eaton Corporation. Until the replacement switch or enclosed switch assembly is installed, you must electrically verify that the switch is not energized while in the open or "OFF" position every time the switch or enclosed switch assembly is operated. **DO NOT ASSUME THAT THE POWER IS DISCONNECTED.**

Appendix B outlines how a switch can be determined whether or not it is from the suspect batch.

Appendix C outlines how an A/C disconnect switch assembly can be validated as being potentially defective.

**Caution: DO NOT Attempt to replace without de-energizing the switch via an upstream device.**

If you are not the end customer for this product and have subsequently shipped this product to a 3<sup>rd</sup> party, then we ask that you forward this notice.

### **How to Obtain No-charge Replacement**

**PURCHASED DIRECTLY FROM EATON** - If you purchased this recalled product directly from Eaton, ask your Eaton service provider to process the necessary warranty replacement claims through normal service channels to provide a no charge warranty replacement based on Catalog Number and Quantity of nonconforming product that must be replaced.

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

**SOURCE UNKNOWN** – If you have nonconforming product and need replacement/s but do not know how to contact the appropriate service channel, call 1(800) 210-6208 for assistance.



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

The potentially serious consequence of this defect requires us to confirm remedial action has been completed and disclosed to our supplier. Please complete the form in Appendix D and FAX it to the Product Integrity Center at 412-787-6540, or you may scan the completed form and e-mail to [MichaelCValenta@eaton.com](mailto:MichaelCValenta@eaton.com).

We regret the inconvenience this issue will cause, but Eaton's commitment to our partners and customers to provide a quality product requires we take this action. Contact us if you have any questions or concerns and thank you in advance for your cooperation and support.

Regards,  
PCSO Product Integrity Center



## Appendix A

### List of Affected Catalog Numbers

Switch Catalog Number	Enclosed Switch Assembly Catalog Number	Enclosed Switch Assembly Catalog Number	Enclosed Switch Assembly Catalog Number
C362NW60	ECH1621AAA	ECP5422BAD-R52/G108 47-36540	ECP5432CAJ-R50/G89
C362NW60MD	ECH1621AAE	ECP5422BAF-R50/G88	ECX20C1CBC-C1S16S40C11
C362NW80	ECH1621CAE	ECP5422CAE	SDR3060UIP65RY
C362NW100	ECH1621TAA	ECP5422CAE-R50/G88	SDR3060UIP65BW
C362NW125	ECH1622AAE	ECP5422CAE-R52/G107	DPU362R
C362NW80MD	ECH1801CJC-A29R50/G85	ECP5422CAE-R52/G108	DR3060UD
C362TW60	ECH1821AJE-H5/D14Z99	ECP5422CAER52G108	DR3060UG
C362TW80	ECH1821CAE	ECP5422CAG-R50/G87	DR3060UW
C362TW125	ECH1821CHA	ECP5422CAG-R50/G88	DR3060UX
C362TW60MD	ECH1821CHE	ECP5432AAG-R50/G89	DR3080UD
C362TW80MD	ECH1821CHE-H5/D13	ECP5432BAF	DR3080UG
	ECH1821CJA-H5/D12	ECP5432BAF-R50/G88	DR3080UW
	ECH1821CJE	ECP5432BAF-R52/G109	DR3080UX
	ECH1821CJE-A29R50/G88	ECP5432BAJ-R50/G89	DR3100UD
	ECH1821CJE-R50/G88	ECP5432CAG	DR3100UG
	ECH1821EHD-H5/D14	ECP5432CAG-R50/G89	DR3100UW
	ECH1821EJD-H5/D6	ECP5432CAG-R50/G89 F47-36548	DR3100UX
	ECH1821EJE-H5/D15	ECP5432CAG-R52/G109	DR3125UW
	ECP5422BAD	ECP5432CAG-R52/G109 47-36548	DR3125UX
	ECP5422BAD-R52/G108	ECP5432CAGR52G109	3GAC362NF
			3GAC3680NF

## Appendix B

Instructions for Determining the Date Code of a Loose or Enclosed Switch  
*(If you have an A/C disconnect see Appendix C)*

**WARNING: DO NOT attempt to identify the switch without de-energizing via an upstream device.**

**Step 1:** De-energize circuit by moving upstream device to the “OFF” position.

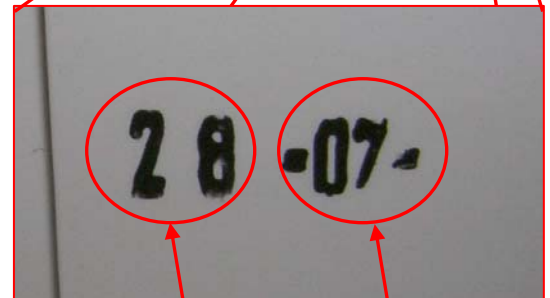
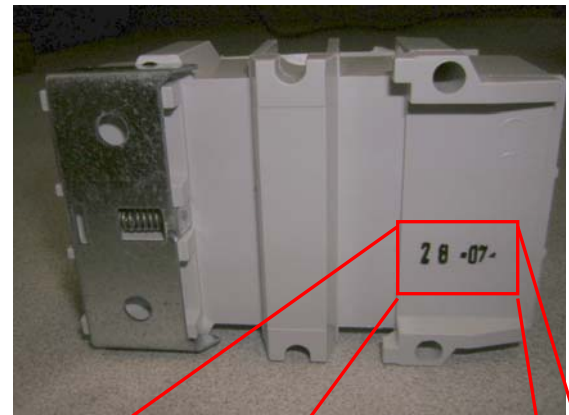
**Step 2:** Move Assembly or Device to the “OFF” position.

**Step 3:** Use a properly rated voltage sensing device at line and load terminals to confirm circuit is de-energized.

**Step 4:** If installed in and enclosure, open cover and remove the switch. The date code is listed on the bottom of the switch.

**Step 5:** If date code falls between Week 1 of 2007 and Week 50 of 2007 (01 07 and 50 07) then the unit must be replaced. If the date does not fall in the stated time period, the switch can be operated normally. The circuit can be re-energized.

***You must look at the date on the switch itself.  
The date on the switch and the carton the switch was received in may not match.***



Week

Year

	<b>⚠ DANGER</b>
	HAZARDOUS VOLTAGE. WILL CAUSE SEVERE INJURY OR DEATH. <ul style="list-style-type: none"><li>• Turn OFF power ahead of switch before doing any work inside.</li><li>• Always use a properly rated voltage sensing device at line and load terminals to confirm circuit is isolated.</li><li>• Never operate switch with cover open. Close cover before turning breaker ON.</li></ul>

# Appendix C

## Instructions for Determining the Date Code of the A/C Disconnect ONLY.

### DPU362R

**WARNING: DO NOT attempt to open cover without de-energizing (isolating) the affected enclosed switch assembly via an upstream device.**

**Step 1:** De-energize circuit by moving upstream device to the "OFF" position.

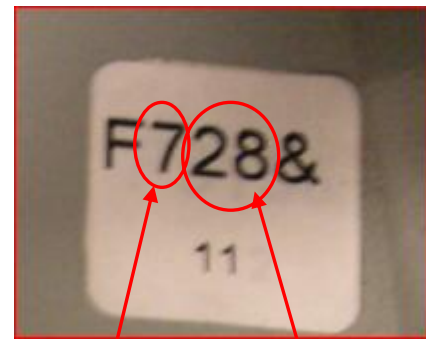
**Step 2:** Open cover. Move switch to the "OFF" position.

**Step 3:** Remove the plastic inner cover. Use a properly rated voltage sensing device at line and load terminals to confirm circuit is de-energized.

**Step 4:** The date code is listed on the upper right corner inside the case.

**Step 5:** If the A/C disconnect date code falls between Week 1 of 2007 and Week 52 of 2007 (F701& and F752&) then the date code of the switch must be checked (Continue to Step 6). If the A/C disconnect date code does not fall in the stated time period, the unit can be operated normally. The circuit can be re-energized.

**Step 6:** Remove the toggle switch using the din rail release tab mechanism located on the line side of the switch. Inspect the date code located on the back of the switch as outlined in Appendix B. If date code on the switch falls between Week 1 of 2007 and Week 50 of 2007 (1 07 and 50 07) then the switch must be replaced. The replacement switch is C362TW60. If the date does not fall in the stated time period, reinsert the switch and cover plate. The unit can be operated normally. The circuit can be re-energized.



	<b>⚠ DANGER</b>
	HAZARDOUS VOLTAGE. WILL CAUSE SEVERE INJURY OR DEATH. <ul style="list-style-type: none"><li>• Turn OFF power ahead of switch before doing any work inside.</li><li>• Always use a properly rated voltage sensing device at line and load terminals to confirm circuit is isolated.</li><li>• Never operate switch with cover open. Close cover before turning breaker ON.</li></ul>



# Appendix D

## Eaton/Cutler- Hammer Rotary and Toggle Disconnect Switch Product Advisory

### *Confirmation of Corrective Procedure*

Please check the appropriate boxes below, supply the requested company information, sign and return by fax to:  
**Fax: 412-787-6540 ATTN: Product Integrity Center**

- We have reviewed this bulletin and we have no products that are identified to be replaced.
- We have contained the defective product at our location and have replaced any defective product as necessary.
- We have notified our end customer of the defect described above and provided the appropriate contact information on how to resolve the situation.

In the space below please describe the specific products addressed through the procedure above.

Catalog / Style No.	<u>Quantity</u>

Switch or Enclosure Purchased From: \_\_\_\_\_

Company Name: \_\_\_\_\_ Your Name: \_\_\_\_\_

Branch Location: \_\_\_\_\_ Your Title: \_\_\_\_\_

Contact Phone: \_\_\_\_\_ Signature: \_\_\_\_\_

Contact Fax: \_\_\_\_\_ Date: \_\_\_\_\_