

November 28, 2012

Important Product Safety Bulletin First Notification

Eaton S801+ Series Reduced Voltage Soft Starter

S801+Series Non-functional Soft Starter

You are receiving this notification, because Eaton's records indicate that Eaton Corporation has shipped to you a S801+ series Soft Starter or an EMA71 and EMA72 Control Interface Module (CIM) **kit** that may potentially have a quality issue. Please review this bulletin and take immediate action to identify any potentially affected units. You may identify potentially affected units via the nameplate identified in Figure 3, followed by the visual checks in figures 1 and 2. If you are not the end user for the Soft Starter and/or CIM kit and have subsequently shipped any of these products to a third party, Eaton asks that you immediately forward this notice to the third party by way of a certified carrier.

NOTICE: Operation of the Soft Starter may become non-functional.

Caution: This is a potential safety issue. Motor could restart in a two wire control system when the device is put in to manual mode.

Affected S801+ Soft Starter units were manufactured from 2012-07-16 to 2012-10-26 (date codes C120716 to C121026). The suspected date range for EMA71 and EMA72 CIM **kits** is 2011-11-01 to 2012-10-26 (date codes C111101 to C121026).

In affected units, the 8 position DIP switch may have been soldered in the incorrect position (upside down) on the CIM printed circuit board assembly. This may cause the selectable protection features and functionality defined on the CIM to be "ON" when the DIP switch is in the "DISABLE" position or "DISABLE" when in the "ON" position (DIP switch functionality reversed). This affects the following protection features and functionality: Overload, Jam, Stall, Phase Loss, Phase Reversal and Reset (manual vs. auto).

S801 & T801 soft starters and their CIMs included from the factory are not subject to this quality alert, regardless of date code.

Affected unit identification is to be performed by visual inspection of the product catalog number and the date code. Please refer to Table 1 for affected catalog numbers and date code ranges. For S801+ Soft Starters, the date code is located on the product ratings label as shown in Figure 3. For CIMs sold as **kits** (EMA71 & EMA72), please locate the date code on the back of the CIM.

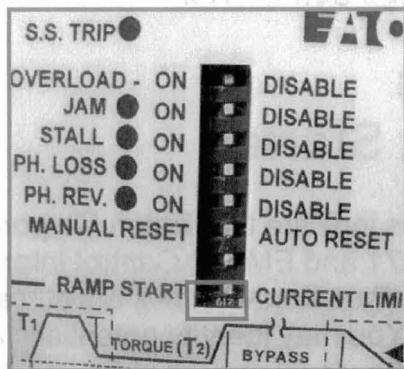


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Date code format is a prefix C, followed by Year-Month-Date (YYMMDD).

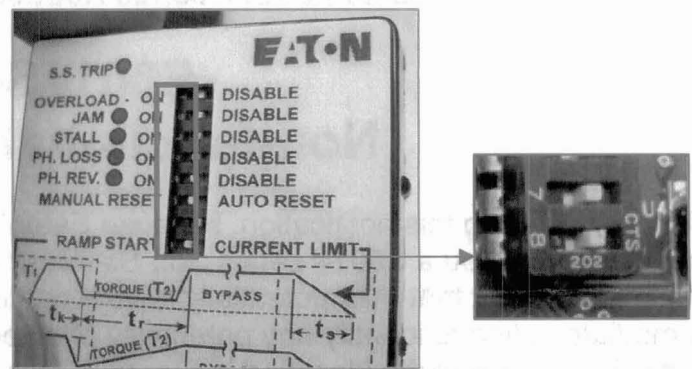
Once you have confirmed that this quality alert applies to your product, a defective CIM can be identified by performing a visual inspection of the DIP switch, highlighted in Figure 1 and Figure 2.

Figure 1 - Good CIM



“219” MARKED UPSIDE DOWN ON THE BOTTOM OF THE DIP SWITCH

Figure 2 - Defective CIM



“202” MARKED RIGHT-SIDE-UP ON THE BOTTOM OF THE DIP SWITCH

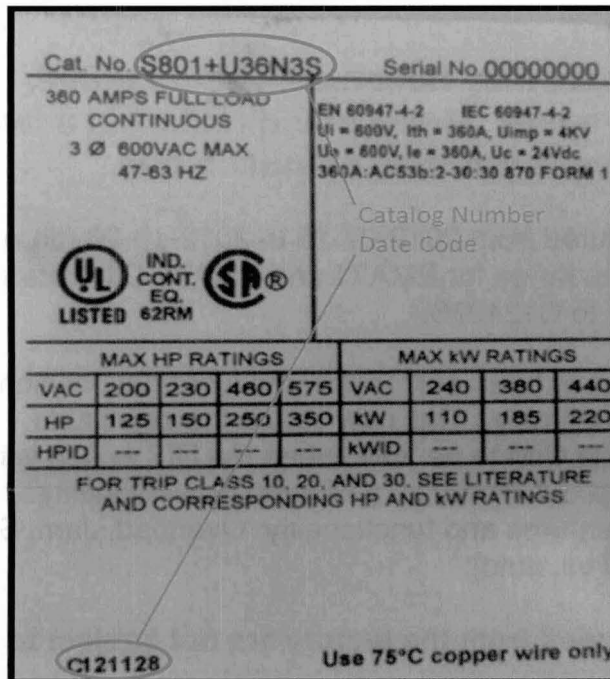


Figure 3 - Product's Date Code Label

CATALOG NO	FROM	TO
EMA71	C111101	C121026
EMA72	C111101	C121026
S801+N37N3S	C120716	C121026
S801+N66N3S	C120716	C121026
S801+R10N3S	C120716	C121026
S801+R13N3S	C120716	C121026
S801+T18N3S	C120716	C121026
S801+T24N3S	C120716	C121026
S801+T30N3S	C120716	C121026
S801+U36N3S	C120716	C121026
S801+U42N3S	C120716	C121026
S801+U50N3S	C120716	C121026
S801+V36N3S	C120716	C121026
S801+V42N3S	C120716	C121026
S801+V50N3S	C120716	C121026
S801+V65N3S	C120716	C121026
S801+V72N3S	C120716	C121026
S801+V85N3S	C120716	C121026
S801+V10N3S	C120716	C121026

Table 1 - Suspect Unit Catalog Numbers & Date Code Range



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Corrective Action – Units affected by this alert require a replacement of the CIM. This corrective action can be performed in the field if a defective CIM unit is identified. Please notify Eaton's Center of Return Excellence (CORE) at 800-410-2910, and a replacement CIM will be provided to you at no cost.

Please complete all actions that apply:

ACTION 1 - Validate both the catalog number and manufacturing date of the product(s) you have and complete the Confirmation of Corrective Action attached to this bulletin as Appendix A. The nature of this issue requires Eaton to confirm that corrective actions have been completed, so please complete and return the Confirmation of Corrective Action even where your products are not affected by this bulletin.

ACTION 2 – If you have identified a unit that requires replacement in your Confirmation of Corrective Action, a replacement CIM will be provided to you at no cost. (Please return the affected product to Eaton.)

ACTION 3 - If you are not the end customer for any of these products and have subsequently shipped any of these products to a third party, Eaton asks that you forward this notice to the third party by registered carrier and, if necessary, assist us in making arrangements to replace any affected units. If for some reason you are unable to send this notice, please provide Eaton with the name and address of the third party so Eaton can send this notice to the third party.

Eaton regrets any inconvenience this issue may cause, but Eaton is committed to providing our partners and customers with safe, quality products.

If you have any questions regarding a replacement S801+ Soft Starter or Control Interface Module, please contact Eaton's Center of Return Excellence (CORE) at 800-410-2910. If you have any questions of a technical nature concerning setup or performance of your device, please contact David Klapstein at 414-449-7382.

Thank you in advance for your cooperation and support.



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Appendix A

Confirmation of Corrective Action

Important Product Safety Bulletin

Eaton S801+ Series Reduced Voltage Soft Starter

Please check the appropriate boxes below, supply the requested company information, sign and return by fax to:

Fax: 888-225-9805 Eaton Center of Return Excellence (CORE)

- ☐ We have reviewed this bulletin and we have no products that are identified to be replaced.
- ☐ We have identified the non-conforming product and have arranged for product to be returned to Eaton Corporation.
- ☐ 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.

<u>Your Purchase Order No.</u>	<u>Eaton's General Order No.</u>	<u>Catalog Number</u>	<u>Quantity</u>

Soft Starter Purchased From: _____

Company Name: _____ *Your Name:* _____

Branch Location: _____ *Your Title:* _____

Contact Phone: _____ *Signature:* _____

Contact Fax: _____ *Date:* _____

Replacement Ship to Address: