



PRODUCT SAFETY ADVISORY

Notice of Potential Unsafe Condition

Rockwell Automation issues a Product Safety Advisory when it identifies a product(s) anomaly that may potentially cause harm to personnel, capital equipment loss or environmental damage. Immediate action is required as identified below.

Trusted T8230 / T8240 and Plantguard P8230 / P8240 Power Shelf Internal 24V Bus May Short Circuit

Reference: 2014-08-003

Date: August 2014

The purpose of this Product Safety Advisory is to inform you of a potential anomaly that exists with the Trusted T8230 / T8240 and Plantguard P8230 / P8240 Power Shelves manufactured between July 14, 2013 and January 4, 2014.

On some power shelves, the internal 24V bus bar may make contact with the 0V bus bar, resulting in a short circuit. This event is most likely to occur on the insertion or removal of a power supply. Depending on the design of the power supply system, this may result in a partial or complete shutdown of the Trusted or Plantguard system.



– Product Identification –

The affected products are the Trusted T8230 / T8240 and Plantguard P8230 / P8240 Power Shelves. Product with a manufacturing date code between 1329xxxxxx (July 14, 2013) and 1401xxxxxx (January 4, 2014) may be affected. The date code is the first four digits of the serial number and is in the format of YYWW, where YY is the last two digits of the year and WW is the week of manufacturing. For example, 1329 represents the 29th week of 2013, or week starting July 14, 2013. 1401 represents the 1st week of 2014, or week ending January 4, 2014.

Note that only the power shelf is affected by this anomaly. Associated power supply units and other connected equipment is not affected.

Important – Prior to removal of the power shelf, you should review your project records to determine the delivery date of your product. Product delivered on or after July 2013 may be at risk and should be inspected. Rockwell Automation will be sending notifications to each potentially affected customer based on shipment records, but will not be able to uniquely identify affected product in situations where multiple power shelves may be in use, other than through inspection of the product nameplate.



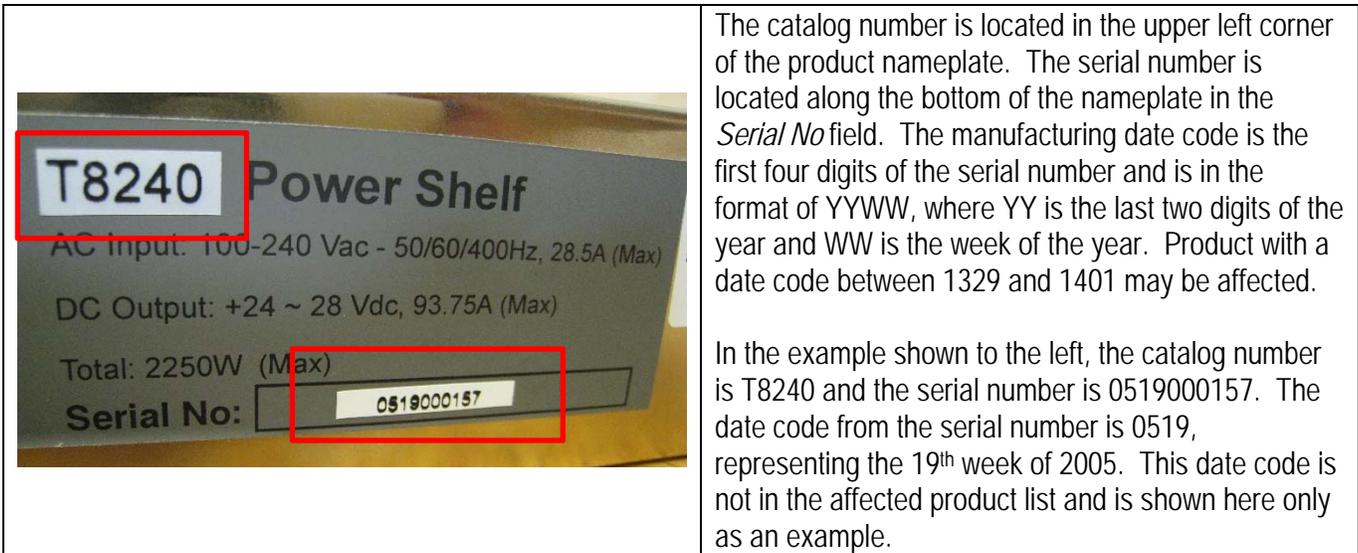
ATTENTION: Allow only qualified personnel familiar with Rockwell Automation Trusted or Plantguard systems to plan or implement the installation, start-up and subsequent maintenance of the system. Failure to comply can result in personal injury and/or equipment damage.

Be sure to follow industry standard safety regulations, including the use of an appropriate level of personal protective equipment (PPE).



The product nameplate is located on the right side of the power shelf, just behind the mounting tab. Partial removal of the power shelf may be required to gain access to the nameplate. Refer to the installation documentation that accompanied the product for information on the removal and installation of your power shelf.

Document PD-T824x, *Trusted Power System*, may be downloaded from the Rockwell Automation Literature Library – <http://literature.rockwellautomation.com> and contains information on the power supply shelf.



The catalog number is located in the upper left corner of the product nameplate. The serial number is located along the bottom of the nameplate in the *Serial No* field. The manufacturing date code is the first four digits of the serial number and is in the format of YYWW, where YY is the last two digits of the year and WW is the week of the year. Product with a date code between 1329 and 1401 may be affected.

In the example shown to the left, the catalog number is T8240 and the serial number is 0519000157. The date code from the serial number is 0519, representing the 19th week of 2005. This date code is not in the affected product list and is shown here only as an example.

– Description –

On some power shelves, the physical spacing between the internal 24V bus bar and the 0V bus bar is too small. When the a power supply unit is inserted into or removed from the power shelf, the 24V bus bar may make contact with the 0V bus bar, resulting in a short circuit event.

Depending on the design of the power supply system, this may result in a partial or complete shutdown of your Trusted or Plantguard system.

– Temporary Workarounds –

No workaround has been identified. Potentially affected product must be returned for remanufacturing.

– Correction –

Return potentially affected product for remanufacturing. Rockwell Automation support personnel will contact known affected customers to make remediation arrangements. If you believe you may have affected product and have not been contacted, please contact Rockwell Automation using one of the following methods. Reference this Product Safety Advisory, PSA 2014-08-003, when making your request.

- Send an email request to OilandGasEMEASupport@ra.rockwell.com.
- Contact Rockwell Automation Oil & Gas by phone at +44 (0) 1621 879525.
- Contact your Rockwell Automation Oil & Gas Project Manager or other Trusted or Plantguard system provider.

Returns may be requested using the RMA system. An RMA may be requested by sending an email to OilandGasEMEASupport@ra.rockwell.com. Make sure you have the number of affected units and the product serial numbers prior to requesting your RMA information and reference this Product Safety Advisory PSA 2014-08-003. Where available, use the original packaging materials or suitable replacement when returning product. Product packaging must ensure product is not damaged during transit.

Important – Only the Trusted T8230 / T8240 and Plantguard P8230 / P8240 Power Shelf should be returned for remanufacturing. Installed power supply units and other associated equipment are not affected and should not be returned with the power shelf.

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Safety Advisory. Refer to the Product Identification and Description sections of this document for product identification assistance.
- Contact Rockwell Automation / ICSTriplex at email address OilandGasEMEAsupport@ra.rockwell.com to request an RMA. Provide the number of product you are returning, your product serial numbers, and reference this Product Safety Advisory PSA 2014-08-003 when making your request.
- All returns should be over packed to prevent shipping damage during transit. Use original packing materials where available or suitable replacement. Packaging must ensure product is not damaged during transit.
- If you need additional assistance, please contact your Rockwell Automation Oil & Gas Project Manager or other Trusted or Plantguard system provider. You may also contact Rockwell Automation Oil & Gas by phone at +44 (0) 1621 879525.

The most current version of this Product Safety Advisory is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number **618493**. Additional languages may also be available at the end of this article attached as downloadable PDF documents.

Customers using the Rockwell Automation Support Center in a non-English language should search for the document by the article ID number listed above. The resulting article ID for non-English postings may be different than the listed article ID number.

If this Product Safety Advisory does not affect you because you do not have the products any longer, or if you are a Distributor, Rockwell Automation asks that you forward a copy of this notice, with any identifying documentation, immediately to the person or company that now has the product. We also ask that you contact Rockwell Automation Technical Support and provide the location of the affected units.

We appreciate your immediate cooperation. If you have any questions, please contact us.

Sincerely,

ROCKWELL AUTOMATION

You can register for Automatic Product Safety Advisories and Product Notices from Rockwell Automation by email. Go to the Support web page at <http://www.rockwellautomation.com/support>. Select your country, and from the link '[Support Center](#)' you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

Appendix A Regional Technical Support Information

The following list can help you to contact the correct technical support center for your location. If your country is not listed, you can find a customer support number for your location on <http://www.rockwellautomation.com/support/> by selecting your country and clicking the Phone/OnSite Support tab.

Region / Country	Phone Number () International Code
Asia/Pacific	
Australia	1 800 762 593
China	400 620 6620
Hong Kong	+852 2887 4666
India	1 800 2000 121
Japan	03 3206 2785
Korea	(82) 2 2188 4400
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	080 902 0908
Thailand	(66) 2936 1500
Caribbean	
All Countries	(1) 440 646 3650
Central America	
Argentina	800.666.0320
Belize	(1) 440 646 3650
Bolivia	(54) 800 10 0632
Brazil	(55) 11 5189 9500
Chile	800.53.0012
Colombia	01.800.700.2107
Costa Rica	0800.013.1215
Ecuador	58.212.949.0611
El Salvador	(52) 55 5246 2010
Guatemala	(52) 55 5246 2010
Honduras	(52) 55 5246 2010
Mexico	001.888.365.8677
Nicaragua	(52) 55 5246 2010
Panama	001.800.203.3475
Paraguay	(54) 11 5554 4000
Peru	0800.535.36
Suriname	(1) 440 646 3650
Uruguay	(54) 11 5554 4000
Venezuela	800.1.00.3062

Region / Country	Phone Number () International Code
Europe	
Austria	(49) 211 41553 664
Belgium	(32) 2 716 8411
Czech Republic	(420) 28401 5911
Denmark	(45) 43 466 006
Finland	(358) 958 447 419
France	(33) 825303132
Germany	(49) 211 41553 664
Hungary	(420) 28401 5911
Ireland	(44) 01908 635245
Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
Italy (Bologna, Firenze, Napoli, Roma e Torino)	(39) 199 11 99 22
Morocco	(33) 825303132
Netherlands	(31) 297 543543
Poland	(48) 22 32 60 707
Portugal	(1) 440 646 3223
Slovakia	(420) 284015911
Spain	(34) 902 30 93 30
Sweden	(46) 46 19 93 91
Switzerland (German)	(41) 0844 84 84 11
Switzerland (French)	(41) 0844 84 84 12
Switzerland (Italian)	(41) 0844 84 84 13
United Kingdom	(44) 01908 635245
North America	
Canada	(1) 440-646-3223
United States	(1) 440-646-3223

If you have a TechConnect Contract, please use the telephone number supplied to you with the contract.