

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

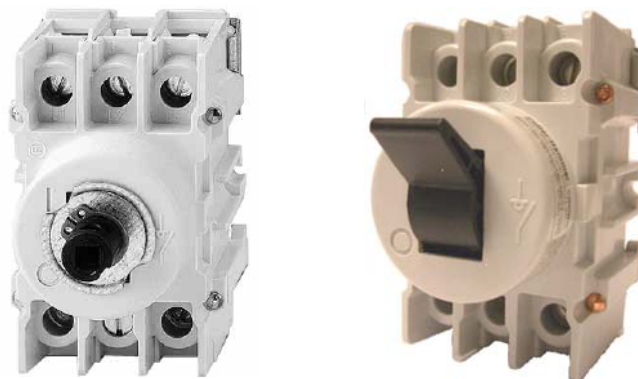
You are receiving this notification because our records indicate that we shipped a product (loose switch or enclosed switch) in the suspect date range to you. Please read through this bulletin and take the appropriate action. If you are not the end customer for this product and have subsequently shipped this product to a 3rd 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 listed in the table in Appendix A, 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 switch or the disconnect handle of 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 and return it to Eaton Corporation or place of purchase. Until the replacement switch 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 3rd party, then we ask that you forward this notice.

How to Obtain No-charge Replacement

PURCHASED DIRECTLY FROM EATON - If you purchased this product directly from Eaton, contact your product returns center (PRC) Eaton Perth Canada 1-613-267-6170 fax 613-267-4907 to process the necessary warranty replacement claims. Defective product must be returned along with Appendix D completed to Eaton Perth Canada.

PURCHASED FROM AN 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 Perth PRC for replacement parts. Return the defective part along with Appendix D form completed to your supplier.



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

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 via Eaton Canada for replacement parts. Return the defective part along with Appendix D form completed to your supplier.

SOURCE UNKNOWN – If you have nonconforming product and need replacement/s but do not know how to contact the appropriate service channel, call Eaton Perth Canada 1-613-267-6170 or fax 613-267-4907 for assistance.

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 to, Eaton Canada PRC Wayne Buchanan FAX 613-267-4907, or you may scan the completed form and e-mail to WayneKBuchanan@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 for Eaton Canada

| Switch Catalog Number | Enclosure Catalog Number |
|-----------------------|--------------------------|
| C362NW80MD | 3GAC362NF |
| C362TW60MD | 3GAC3680NF |
| C362TW80MD | |

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.

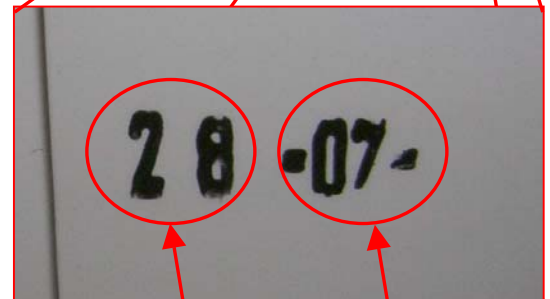
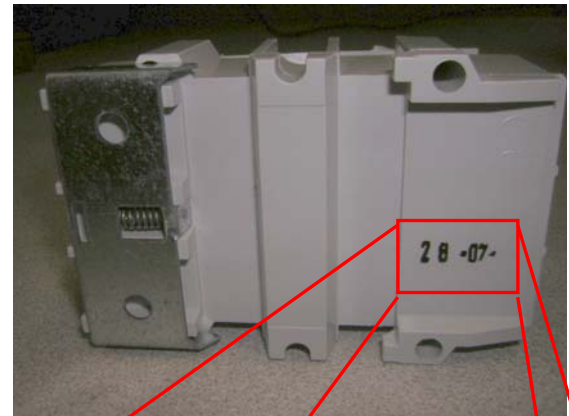
Step 2: Move Assembly or Device to the “OFF” position.

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

Step 4: 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

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

Appendix C

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

Catalogue # 3GAC362NF = 60A

Catalogue # 3GAC3680NF = 80A

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.

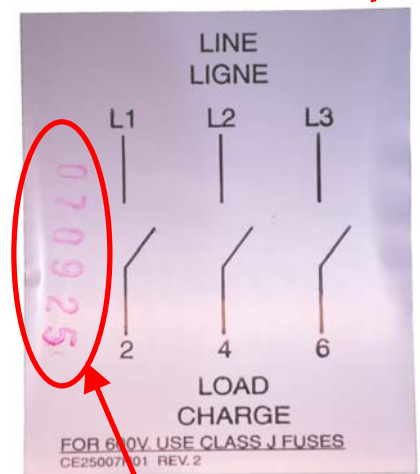
Step 2: Open cover. Locate 60A or 80A catalogue number as shown in photo 1.

Step 3: The date code of the assembled AC disconnect is on the inside cover as shown in photo 1. If date code on the cover falls between January 1 2007 and December 31 2007 (070101 to 071231) as shown in photo 2, move switch to the "OFF" position and proceed to Step 4. If the date code does not fall within this time frame the unit can be operated normally. The circuit can be re-energized.

Step 4: Once the switch is in the "OFF" position, remove the metal cover plate. Use a properly rated voltage sensing device at line and load terminals to confirm circuit is de-energized.

Step 5: Remove the toggle switch using the din rail release tab mechanism located on the line side of the switch.

Step 6: 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. For 60A replace with switch C362TW60MD, for 80A replace with switch C362TW80MD. 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.



**YY/MM/DD
 Assembly Date code**

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



Appendix D

Eaton/Cutler- Hammer 60A, 80A, 100A, 125A 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 613-267- 4907 ATT: PRC

- 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> |
|---------------------|-----------------|
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| | |
| | |
| | |
| | |

Open or Enclosed Rotary Disconnect Purchased From: _____

Company Name: _____ Your Name: _____

Branch Location: _____ Your Title: _____

Contact Phone: _____ Signature: _____

Contact Fax: _____ Date: _____