

 **PRODUCT NOTICE**

Notice of Potential Product Concern

Rockwell Automation issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

**440G-LZ Power to Release Guard Locking Switch
May Unlock During Repeated Power Outage**

Reference: 2017-07-001

Date: July 2017

This Product Notice informs you of a potential anomaly that exists with the 440G-LZ Power to Release Guard Locking Switch. A repeat power outage during the initial eight seconds of device restart may cause the switch locking mechanism to release.



– Product Identification –

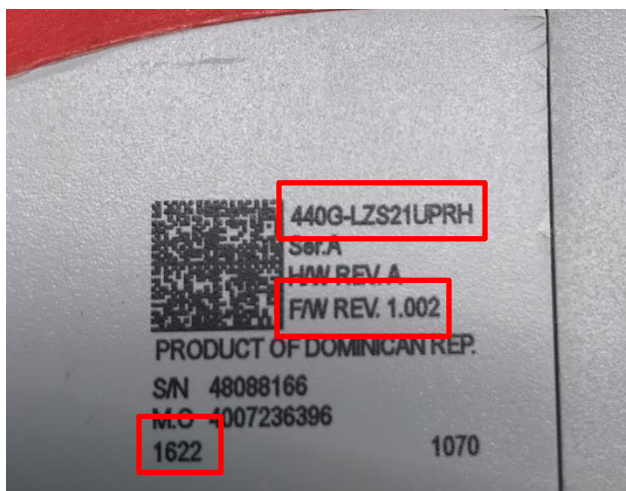
The affected products are the power to release versions of the 440G-LZ Guard Switch. Power to lock versions are not affected by this anomaly. Affected product may be identified by the catalog number and firmware version. Affected product was manufactured November 2013 (date code 1344) through June 2017 (date code 1725). The affected catalog numbers and corresponding affected firmware revisions are provided in the following table.

With Lock Status Auxiliary		With Door Proximity Auxiliary	
Catalog Number	Firmware	Catalog Number	Firmware
440G-LZS21SPRH	1.002	440G-LZS21STRH	1.001
440G-LZS21SPRA	1.002	440G-LZS21STRA	1.001
440G-LZS21SPRB	1.002	440G-LZS21STRB	1.001
440G-LZS21UPRH	1.002	440G-LZS21UTRH	1.001
440G-LZS21UPRA	1.002	440G-LZS21UTRA	1.001
440G-LZS21UPRB	1.002	440G-LZS21UTRB	1.001



For unopened product still in the carton, the identification information may be found on the product carton label. The catalog number will be in the CAT field and the date code is in the bottom right corner of the format YYWW, where YY is the year code and WW is the week of the year.

In the example shown to the left, the catalog number is 440G-LZS21STRH and the date code is 1542, or the 42nd week of 2015. This product matches the catalog listing and is within the affected date code range of 1344 through 1725, and would be subject to this notification.



For opened and installed product, the identification information may be found printed on the side of the product. The catalog number will be at the top right, the firmware revision will be in the F/W REV field, and the date code will be in the lower left corner.

In the example shown to the left, the catalog number is 440G-LZS21UPRH, the firmware revision is 1.002, and the date code is 1622 or the 22nd week of 2016. This product matches the catalog listing and firmware revision, and is within the affected date code range of 1344 through 1725. This product would be subject to this notification.

– Description –

A potential anomaly exists with the 440G-LZ Power to Release Guard Locking Switch. A repeat power outage during the initial eight seconds of device restart may cause the switch locking mechanism to release.

When 24 volt power is removed from a switch that is in the locked condition with the bolt extended into the actuator, the switch will correctly remain in the locked condition. When power is restored, the switch will remain in the locked condition through the switch's eight second power up sequence. However, after power is restored, if power is removed within the switch's eight second power up sequence, the switch will go to an unlocked condition. This could allow an operator access to an area normally protected by the locking switch with the potential to access machinery that may still be in its power down sequence. This has the potential, under these very specific conditions, to create a hazardous condition.

– Temporary Workarounds –

Rockwell Automation has not identified a temporary workaround for this anomaly. Refer to the Correction section for remediation steps.

– Correction –

Important - Rockwell Automation strongly recommends that customers perform a system risk assessment on affected equipment and machinery to determine the likelihood under these very specific conditions that operators may come into contact with machinery, creating a potentially hazardous condition, should this anomaly occur.

If the result of your risk assessment indicates remediation is necessary, you may implement one of following actions:

- Add a relay to either of the input or output circuit of the 24 volt power supply such that if power is lost the relay will latch requiring a manual reset to apply power. This is commonly referred to as "no volt" relay protection.
- Request replacement product through your local Rockwell Automation Distributor or Rockwell Automation Sales Office, or the original place of purchase. When requesting replacement product you must reference this Product Notice 2017-07-001. Both opened and unopened product may be replaced. Unopened product should be returned in its original carton with all carton seals intact.

Important – Implementation of either of these corrective actions may require additional system functional testing. Refer to the Guardmaster® Guard Locking Switch User Manual, Rockwell Automation publication number 440G-UM001, available from the Rockwell Automation Literature Library at <http://www.rockwellautomation.com/global/literature-library/overview.page>, for additional information.

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Check if you have a product affected by this Product Notice. Refer to the Product Identification and Description sections of this document for product identification assistance.

- If your risk assessment indicates a need for product replacement, contact your local Rockwell Automation Distributor or Sales Office for replacement. Make sure to reference this Product Notice when requesting replacement product. Rockwell Automation will accept requests for replacement product for a period of 18 months from the initial publication of this Product Notice.
- All returns should be over packed to prevent shipping damage during transit.
- Continue to check incoming shipments for potentially affected product. Product in transit or in non-Rockwell Automation inventory may continue to contain potentially affected product for a period of time after the publication of this document.
- If you need additional assistance, please contact Rockwell Automation Technical Support. See Appendix A for local telephone numbers. Customers without TechConnect contracts should reference this Product Notice when calling.
- Customers with TechConnect contracts may be able to [chat online](#) with support representatives. Reference this Product Notice when connected to a support engineer.

The most current version of this Product Notice is posted on the Rockwell Automation Support Center, <http://www.rockwellautomation.com/knowledgebase>, as ID number [1053247](#). 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 Notice 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> and click the *Visit the Technical Support Center* link. Sign in with your Tech Connect Account or free Rockwell Automation Member Account and 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 clicking *Get Support Now*, 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 (English)	(1) 440 646 3223
All Countries (Español)	(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	1.800.288.0108
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) 10 266 55 80
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.