Rockwell Automation

⚠ **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.

Compact GuardLogix and Armor Compact GuardLogix Controller May Fault on Power Up

Reference: 2017-08-001

Date: August 2017

This Product Notice informs you of a potential anomaly that exists with the Compact GuardLogix® 5370 and Armor™ Compact GuardLogix 5370 controllers. Affected controllers may not power up or may fault on power up.


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– Product Identification –

The affected products are Compact GuardLogix and Armor Compact GuardLogix 5370 controllers manufactured from October 1, 2016 (date code 2016/10/01) through July 17, 2017 (date code 2017/07/17). Catalog numbers are:

Compact GuardLogix	Armor Compact GuardLogix
1769-L30ERMS	1769-L33ERMOS
1769-L33ERMS	1769-L36ERMOS
1769-L36ERMS	1769-L37ERMOS

Product identification information may be found on the product nameplate. The catalog number will be in the CAT field and the date code will be in the DATE field in the format of YYYY/MM/DD where YYYY is the year, MM is the month code, and DD is the day of the month.
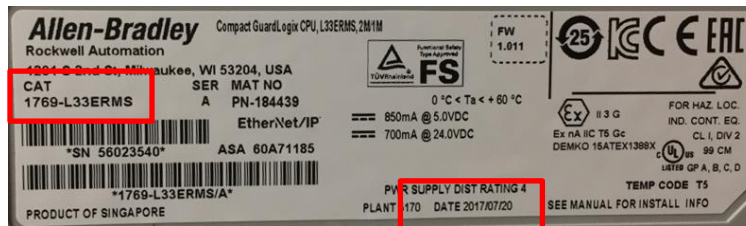

In the example shown above, the catalog number is 1769-L33ERMS and the date code is 2017/07/20, or July 20, 2017. The date of this product is outside of the affected date code range and is not affected. This label is shown as an example only.

For unopened product, product identification information may be found on the product carton label. The catalog number will be in the CAT field and the date code will be in the DATE field in the format of YYYY/MM/DD where YYYY is the year, MM is the month code, and DD is the day of the month.

In the example shown above, the catalog number is 1769-L36ERMS and the date code is 2017/07/10, or July 10, 2017. The date of this product is within the affected date code range and is subject to the corrective actions of this notification.
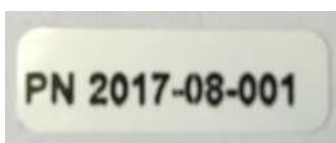
Product with a manufacturing date within the affected date range that has been factory updated for this anomaly will be identified with a small label near the product nameplate and carton label containing this Product Notice number PN 2017-08-001. If your product has this label it is not affected by this anomaly and no action is required on your part.

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– Description –

A potential anomaly exists with the Compact GuardLogix 5370 and Armor Compact GuardLogix 5370 controllers. During power up an affected controller may fault with the controller in one of the following states:

- The OK led solid red and the SFTY OK led solid red.
- The OK led solid red and the SFTY OK led blinking red.
- The OK led solid red and the SFTY OK led solid green.
- The OK led solid green and the SFTY OK led solid red.
- The OK led solid green and the SFTY OK led blinking red.

When this occurs the controller may need to be power cycled several times for the controller to power up correctly. When it does power up the following Major Faults may be logged:

- Type 1 Code 60, Type 1 Code 61, and Type 1 Code 62. Generic Major Non-Recoverable Fault (MNRF).
- Type 14 Code 3, Type 14 Code 7, and Type 14 Code 9. Safety Fault.

The controller may power up with no faults logged. When the controller does power up it may or may not have the application still loaded.

– Temporary Workarounds –

No temporary workaround has been identified. You may power cycle the controller until it powers up successfully, but on subsequent power cycles it may not power up correctly.

– Correction –

Important – A Major Non-Recoverable Fault (MNRF) may be caused by conditions other than those listed in this notification. If the conditions of your MNRF are not consistent with the power up conditions listed here, we advise you contact Rockwell Automation Technical Support for guidance before replacing your controller. Reference this Product Notice PN 2017-08-001 when requesting support.

Rockwell Automation will replace or repair your controller at no cost to you. If your controller is affected by this anomaly and matches the product identification information you may return your controller for replacement or you may ask to have your controller repaired. Contact your Rockwell Automation Distributor or Sales Office, or original place of purchase, to request product replacement or repair. Reference this Product Notice PN 2017-08-001 when making your request.

- Opened and used product may be returned for exchange / replacement or may be returned for repair. Customers requesting exchange / replacement or repair should back up their application data and keep the controller's SD memory card for use in the replaced or repaired product.
- Unopened product may be returned for credit. Unopened product must be returned with factory seals intact to ensure proper credit. Customers may be asked to submit a new purchase order for replacement material.

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– 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 applicable, contact your local Rockwell Automation Distributor or Sales Office, or original place of purchase, for repair or replacement. Make sure to reference this Product Notice PN 2017-08-001 when requesting replacement product. Rockwell Automation will accept requests for repair or 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 1055949. 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.

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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	Region / Country	Phone Number ( ) International Code
Asia/Pacific		**Europe**	
Australia	1 800 762 593	Austria	(49) 211 41553 664
China	400 620 6620	Belgium	(32) 2 716 8411
Hong Kong	+852 2887 4666	Czech Republic	(420) 28401 5911
India	1 800 2000 121	Denmark	(45) 43 466 006
Japan	03 3206 2785	Finland	(358) 958 447 419
Korea	(82) 2 2188 4400	France	(33) 825303132
Malaysia	1 800 80 4851	Germany	(49) 211 41553 664
New Zealand	0800 27 27 25	Hungary	(420) 28401 5911
Taiwan	080 902 0908	Ireland	(44) 01908 635245
Thailand	(66) 2936 1500	Italy (Brescia, Milano e Padova)	(39) 199 11 99 00
		Italy (Bologna,Firenze,Napoli, Roma e Torino)	(39) 199 11 99 22
Caribbean		Morocco	(33) 825303132
All Countries (English)	(1) 440 646 3223	Netherlands	(31) 10 266 55 80
All Countries (Español)	(1) 440 646 3650	Poland	(48) 22 32 60 707
Central America		Portugal	(1) 440 646 3223
Argentina	800.666.0320	Slovakia	(420) 284015911
Belize	(1) 440 646 3650	Spain	(34) 902 30 93 30
Bolivia	(54) 800 10 0632	Sweden	(46) 46 19 93 91
Brazil	(55) 11 5189 9500	Switzerland (German)	(41) 0844 84 84 11
Chile	800.53.0012	Switzerland (French)	(41) 0844 84 84 12
Colombia	01.800.700.2107	Switzerland (Italian)	(41) 0844 84 84 13
Costa Rica	0800.013.1215	United Kingdom	(44) 01908 635245
Ecuador	58.212.949.0611	**North America**	
El Salvador	(52) 55 5246 2010	Canada	(1) 440-646-3223
Guatemala	1.800.288.0108	United States	(1) 440-646-3223
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		

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

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