



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.

1492 Digital Interface Module Nameplate

Reference: 2017-05-001

Date: May 2017

This Product Safety Advisory informs you of an anomaly that exists with the 1492 Digital Interface Module. On some catalog numbers, nameplates are incorrectly marked with hazardous location certification information. Product functionality is not affected. However, these products are not certified for hazardous locations and should not be used in hazardous environments.



– Product Identification –

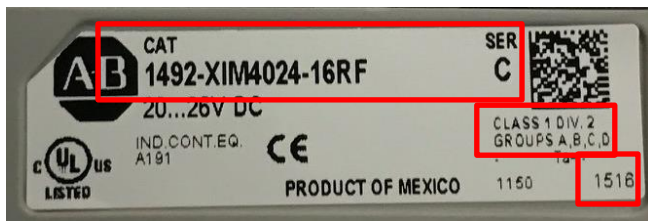
Affected product is select 1492 Digital Interface Modules, Series C, manufactured from May 1, 2015 (date code 1518) through April 24, 2017 (date code 1717). The following catalog numbers are included:

1492-XIM120-8R	1492-XIM2024-16RF	1492-XIM4024-16RF	1492-RXIM24-8R
1492-XIM20120-16RF	1492-XIM2024-8R	1492-XIM4024-8R	1492-RXIM4024-16R
1492-XIM20120-16R	1492-XIM24-16RF	1492-XIMF-2	1492-TIFM40F-24-2
1492-XIM20120-8R	1492-XIM24-8R	1492-XIMF-F120-2	1492-TIFM40F-F24A-2
1492-XIM2024-16R	1492-XIM4024-16R	1492-XIMF-F24-2	1492-TAIFM16-F-3



On the product nameplate, the catalog number will be in the CAT field and the Series identifier in the SER field. The date of manufacture will be in the lower right corner and will be of the format YYWW where YY is the two year date code and WW is the week of the year.

In the example shown to the left, the product catalog number is 1492-XIM4024-16RF Series C and the date of manufacture is 1518, or the 18th week of 2015. In addition, this example shows the Class 1 Div 2 certification mark. This product is in the affected catalog number list, is within the manufacturing date range, and is incorrectly marked with the hazardous location information. This product would be subject to the actions of this notification.



On the carton label, the catalog number will be in the CAT field, the Series identifier in the SER field, and the date of manufacture will be in the DATE field. Carton labels of affected product are correctly marked and will not show the hazardous location information. When identifying product in unopened cartons you should use the catalog number and date code.

In the example shown to the left, the product catalog number is 1492-IFM20FNH Series C and the date of manufacturing is 1412. This image is provided as an example only to show the locations of product identification information. This example is not in the affected product lists.

– Description –

An anomaly exists with the 1492 Digital Interface Module. On some catalog numbers, nameplates are incorrectly marked with hazardous location certification information. Product functionality is not affected. However, these products are not certified for hazardous locations and should not be used in hazardous environments.

– Temporary Workarounds –

No temporary workaround has been identified. Please refer to the Correction section below.

– Correction –

If your product is used or will be used in a non-hazardous location, no action is required on your part. Product functionality is not affected by this anomaly. To avoid future use of this product in a hazardous environment, Rockwell Automation suggests that you block out the Class 1 Div 2 marking on the nameplate using an indelible marker or small label.



ATTENTION: Only persons skilled in the maintenance of industrial control and electrical equipment should attempt to perform the actions. Failure to follow industry standard safety procedures, including Lock-Out / Tag-Out (LOTO) and use of appropriate levels of personal protective equipment (PPE), may result in harm to personnel or loss of equipment. Make sure you read and understand all warnings as provided in the product installation and service documentation.

Do not connect or disconnect components unless power has been switched off and the area is known to be non-hazardous.

If your product is currently used in a hazardous location, you must immediately discontinue use of the product. If possible, relocate the product to a non-hazardous location or contain the product within an enclosure suitable to the intended environment. If relocation or containment is not possible you must replace the product with a product certified to the intended environment. Contact your Rockwell Automation system professional or technical support for replacement options. Reference this Product Safety Advisory 2017-05-001 when requesting support.

– 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.
- If your product is used in a non-hazardous environment, no action is required. If your product is used in a hazardous location, immediately take action as described in the Correction section 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 Safety Advisory when calling.
- Customers with TechConnect contracts may be able to [chat online](#) with support representatives. Reference this Product Safety Advisory when connected to a support engineer.

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 [1046728](#). 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> 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.