



## PRODUCT SAFETY ADVISORY

### Notice of Potential Unsafe Condition

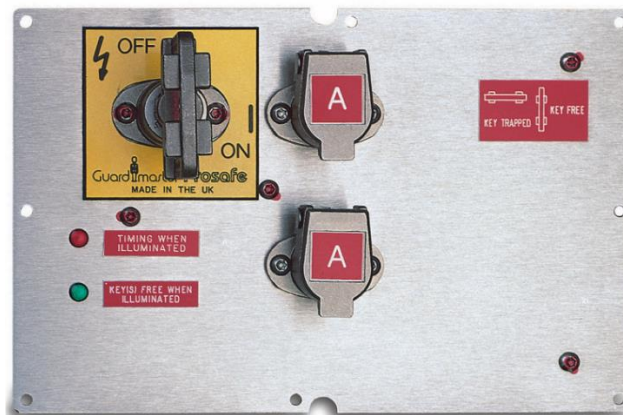
Rockwell Automation issues a Product Safety Advisory when it identifies a product(s) anomaly that may potentially cause harm to personnel, capital equipment loss or environmental damage. Immediate action is required as identified below.

## ProSafe Electronic Timed-Delay Series B Unit with Ability to Deliberately Override Timed-delay Safety Function

Reference: 2017-11-002

Date: November 2017

This Product Safety Advisory informs you of a potential anomaly that exists with the ProSafe® Trapped Key Switch with Electronic Timed-delay unit, Catalog numbers 440T-MSTU\* and 440T-MDTU\*. Operators may be able to take deliberate actions to override the time delay function by power cycling the ProSafe unit during the time delay period.



**– Product Identification –**

The affected products are ProSafe Trapped Key Switches with Electronic Timed-delay, catalog numbers beginning with 440T-MSTU\* Series B and 440T-MDTU\* Series B (where \* indicates one or more additional characters), and shipping since February 8, 2017. The following tables list the specific Series B catalog numbers affected by this anomaly that were shipped as of the release of this notification<sup>1</sup>. Series C product is not affected by this anomaly.

Trapped Key Interface	
440T-MSTUE10BC	440T-MDTUE11ABAB
440T-MSTUE10BE	440T-MDTUE11ACLC
440T-MSTUE30NB	440T-MDTUE11ADLD
440T-MSTUE100A	440T-MDTUE22KKMM
440T-MSTUE100E	440T-MDTUE100A0A
440T-MSTUE110A	440T-MDTUE110B0B
440T-MSTUE110B	440T-MDTUE220N0O
440T-MSTUE110E	
440T-MSTUE110F	440T-MDTUS10AA
440T-MSTUE200A	
440T-MSTUE220A	
440T-MSTUE330A	
440T-MSTUE330B	

**<sup>1</sup>Important** – Rockwell Automation may continue to ship Series B product with an included product statement pending release of Series C correcting this anomaly. These shipments may include specific catalog numbers not listed in the table above, but part of the 440T-MSTU\* and 440T-MDTU\* product families. Customers are advised to read all product literature and warning labels when receiving new product. If your system configuration requires the use of Series C product, all Series B may be replaced with Series C.



For installed product, the product catalog number and date of manufacture may be found on the product nameplate. The catalog number will be at the bottom of the label and the manufacturing date will be in the DATE file of the format 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 to the left, the catalog number is 440T-MSTUE100A and the date of manufacture is 2017/09/18, or September 18, 2017. This product matches the product identification information and would be subject to this notification.

**Note** – The product nameplate does not contain the series designation. Therefore, installed product may only be identified by the catalog number and manufacturing date code, not the series designation. As of the release of this notification, Series B product was manufactured between February 8, 2017 (2017/02/08) and October 28, 2017 (2017/10/28). Product may continue to be manufactured and shipped with an attached warning label until Series C product correcting this anomaly is available. If you have installed product where the series designation is not

available and the date code is after 2017/10/28, please contact Rockwell Automation Technical Support to determine if your product is Series B or Series C. Reference this Product Safety Advisory PSA 2017-11-002 when requesting support.



For new product still in its original carton, the product catalog number and series number may be found on the product carton label. The catalog number will be in the CAT field and the series number in the SER field.

In the example shown to the left, the catalog number is 440T-MSTUE110A and the series is B. This product matches the product identification information and would be subject to this notification.

**– Description –**

**Important** – Product functionality is not affected by this anomaly. The time delay function works as specified when properly installed and operated. This notification addresses conditions where the operator may be able to take deliberate actions to override the time delay safety function.

The time delay safety function of the ProSafe trapped key switch is designed to provide time for equipment to reach a safe state before allowing the trapped key to be removed. If the trapped key switch is power cycled while the time delay function is in operation, the time delay will reset when power is restored and the switch will immediately allow the trapped key to be released, even if the time delay period has not fully elapsed.

**– Temporary Workarounds –**

No workaround has been identified. Customers are advised to put safeguards in place to prevent operators from power cycling the device during the time delay operation.

**– Correction –**

**Important** – You are only affected if your system design allows for operator power cycling of the trapped key switch during the timed delay period. If your system design is such that it is not possible for the operator to power cycle the switch, you are not affected and no action is required on your part.

If you have determined you may be affected by this anomaly, the trapped key switch must be replaced with a Series C unit. Rockwell Automation is currently working on a correction to this anomaly and expects to have Series C product correcting this anomaly by the end of calendar 2017. When available, contact your local Rockwell Automation Distributor or Sales Office, or other place of purchase, to request replacement product. Make sure to reference this Product Safety Advisory PSA 2017-11-002 when requesting replacement product. When you receive

replacement product, be sure to verify the replacement is identified on the carton label as Series C.

**– 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 applicable, contact your local Rockwell Automation Distributor or Sales Office for replacement. Make sure to reference this Product Safety Advisory PSA 2017-11-002 when requesting replacement product.
- 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 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.

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
<b>Asia/Pacific</b>	
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
<b>Caribbean</b>	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(1) 440 646 3650
<b>Central America</b>	
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
<b>Europe</b>	
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
<b>North America</b>	
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.