



## 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.

## 1756-OF8H HART Analog Output Module Shutdown

Reference: 2019-03-001

Date: March 2019

This Product Notice informs you of a potential anomaly that exists with the ControlLogix® HART Analog Output Module, catalog numbers 1756-OF8H, 1756-OF8H-CC, and 1756-OF8HK. In rare instances, modules manufactured October 1, 2016, through February 28, 2017, may shut down without fault state notification.

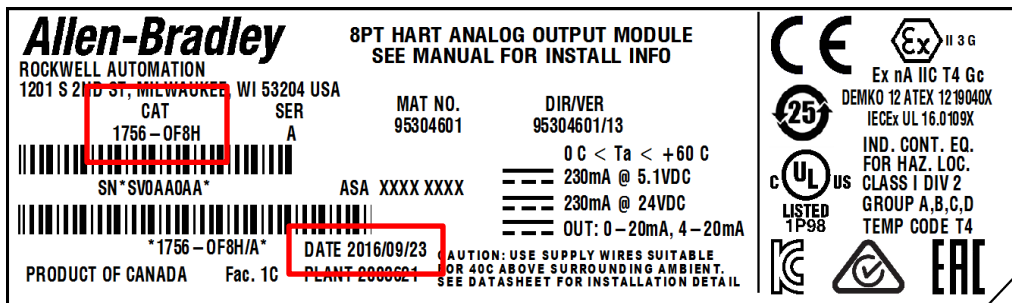


**- Product Identification -**

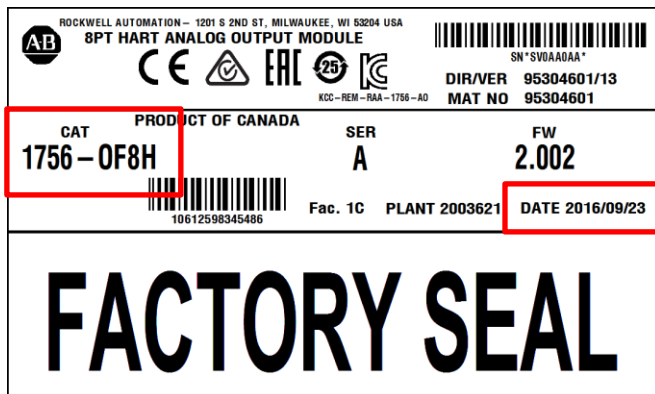
The potentially affected product is the ControlLogix HART 8-channel Analog Output Module, catalog numbers 1756-OF8H, 1756-OF8H-CC, and 1756-OF8HK. Potentially affected products were manufactured October 1, 2016, (date code 2016/10/01) through February 28, 2017, (date code 2017/02/28).

On installed product, the product identification information may be found on the module nameplate label. The Catalog number will be in the CAT field located above the CAT barcode. The manufactured date will be in the DATE field located toward the bottom center of the nameplate and will be 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 below, the catalog number is 1756-OF8H and the date of manufacture is 2016/09/23, or September 23, 2016. The catalog number matches the product identification, but the manufacture date of this example is not within the potentially affected product date range. This label as shown is an example only and would not be subject to this notification.



For unopened product still within the product carton, the product identification information may be found on the shipping carton label. The catalog number will be in the CAT field located on the left side of the label. The manufactured date will be in the DATA field located on the right side of the label and will be of the format YYYY/MM/DD, where YYYY is the year, MM is the month code, and DD is the day of the month.



Customers with unopened product are asked to return product with the factory carton seal intact.

In the example shown to the left, the catalog number is 1756-OF8H and the date of manufacture is 2016/09/23, or September 23, 2016. The catalog number matches the product identification, but the manufacture date of this example is not within the potentially affected product date range. This label as shown is an example only and would not be subject to this notification.

**– Description –**

A potential anomaly exists with the ControlLogix® HART Analog Output Module, catalog number 1756-OF8H, and the conformal-coated variations 1756-OF8H-CC and 1756-OF8HK. In rare instances, modules manufactured October 1, 2016, through February 28, 2017, may shut down without fault state notification.

In a small percentage of modules manufactured within the listed date range, a component internal to the module may stop operating resulting in a loss of communication between processors within the module. The loss of communication causes the connection to the controller to time out. However, the module itself does not receive a fault state event and the module will continue to output last state instead of the configured fault state.

**– Temporary Workarounds –**

No workaround has been identified for this anomaly.

**– Correction –**

Correction requires replacing the module. 1756-OF8H modules that match the product identification information above may be returned for replacement or exchange. 1756-OF8H-CC and 1756-OF8HK conformal-coated variations may be returned for replacement only. Contact your Rockwell Automation Distributor, Sales Office, system provider, or other original place of purchase to discuss replacement options that may be available to you on this notification.

Reference this Product Notice PN 2019-03-001 when making your request. Customers with unopened product are asked to return product with the factory carton seal intact. Rockwell Automation will accept requests for replacement or exchange for a period of 18 months from the initial publication date of this Product Notice.

**– 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, Sales Office, system provider, or original place of purchase for replacement. Make sure to reference this Product Notice 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<sup>SM</sup> support contracts should reference this Product Notice when calling.
- Customers with TechConnect support 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 [1085150](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.



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 *Search Knowledgebase – Get Answers* link. Sign in with your TechConnect 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 by going to the Rockwell Automation Knowledgebase as <https://rockwellautomation.custhelp.com>. Mouse over *Support* and select *Find Local Support*, then enter your location information. If you have a TechConnect<sup>SM</sup> support contract, please use the telephone number supplied to you with the contract.

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