



PRODUCT SAFETY ADVISORY

Notice of Potential Unsafe Condition

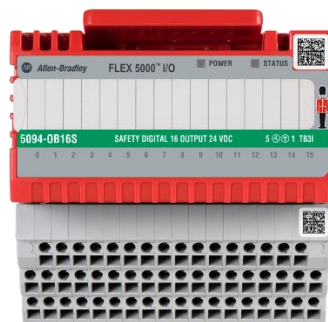
Rockwell Automation issues a Product Safety Advisory when it identifies a product(s) anomaly that may potentially cause harm to personnel, capital equipment loss or environmental damage. Immediate action is required as identified below.

FLEX 5000 Safety Digital Output Module AOP Configuration

Reference: 2019-06-001

Date: June 2019

This **Preliminary Product Safety Advisory** informs you of an anomaly that exists with the Allen-Bradley® FLEX 5000™ Safety Digital Output Modules catalog numbers 5094-OB16S, 5094-OB16SXT, 5094-OW4IS, and 5094-OW4ISXT. AOP version 1.02.30 allows for the use of specific configuration settings that may result in momentary output state changes during recovery from communications fault or power cycle conditions.



– Product Identification –

The affected products are the following FLEX 5000™ modules when used with AOP version 1.02.30:

- 5094-OB16S 5094 Safety Digital 16 Output Module
- 5094-OB16SXT 5094XT Safety Digital 16 Output Module
- 5094-OW4IS 5094 Safety Relay 4 Output Isolated Module
- 5094-OW4ISXT 5094XT Safety Relay 4 Output Isolated Module

Important – Product hardware is not affected and may not be returned on this notification.

– Description –

An anomaly exists with the FLEX 5000™ Safety Digital Output Modules catalog numbers 5094-OB16S, 5094-OB16SXT, 5094-OW4IS, and 5094-OW4ISXT. AOP version 1.02.30 allows for the use of specific configuration settings that may result in momentary output state changes during communications fault and power cycle conditions.

When the AOP configuration of any of the listed modules is set such that the Output State During Program Mode and Output State During Communications Fault Mode is other than the default setting of Off, an output device may experience a momentary change of state during recovery from communications fault or power cycle conditions.

Point	Point Operation	Point Mode	Output State During		Output State During Communications Fault in Program Mode
	Type		Program Mode	Communications Fault Mode	
0	Single	Not Used	Off	Off	Program Mode
1		Safety	Hold	Hold	Program Mode
2	Single	Not Used	Off	Off	Program Mode
3		Not Used	Off	Off	Program Mode

– Temporary Workarounds –

Customers are advised to leave the AOP configuration for Output State During in the default Off states. Specifically, these are Output State During Program Mode = Off and Output State During Communications Fault Mode = Off. If you have previously configured your module to use a setting combination other than Off / Off you are advised to reset the settings to Off / Off and download the revised program configuration.

– Correction –

Rockwell Automation is currently investigating this anomaly and expects to release an updated AOP to the Product Compatibility and Download Center (PCDC) that will prevent use of the configuration settings that result in the described condition. Until an update is available, customers are advised to follow the steps in the Temporary Workarounds section of this document.

This Product Safety Advisory will be updated from its Preliminary status when the updated AOP is available.

– 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.
- Until an updated AOP is available for download and installation, implement the steps in the Temporary Workarounds 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 2019-06-001 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 [1087622](#). Additional languages may also be available at the end of this article attached as downloadable PDF documents.



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.

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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
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.