



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.

PowerFlex 753 and PowerFlex 755 Frame 7 DC Common Bus Input Torque Requirements

Reference: 2019-09-001

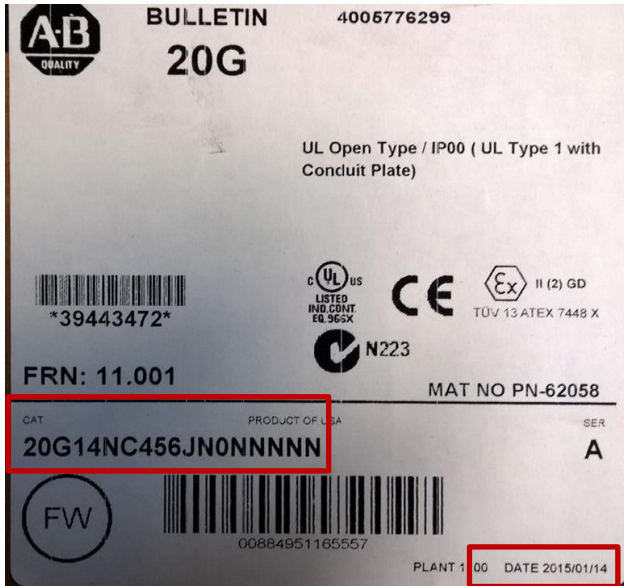
Date: September 2019

This Product Notice informs you of a potential anomaly that exists with the PowerFlex 753 and PowerFlex 755 Frame 7 DC Common Bus Input. Connectors used to secure the DC flexible bus bar link may have been improperly torqued. This may lead to poor electrical connections and possible overheating of the connection and surrounding materials.

– Product Identification –

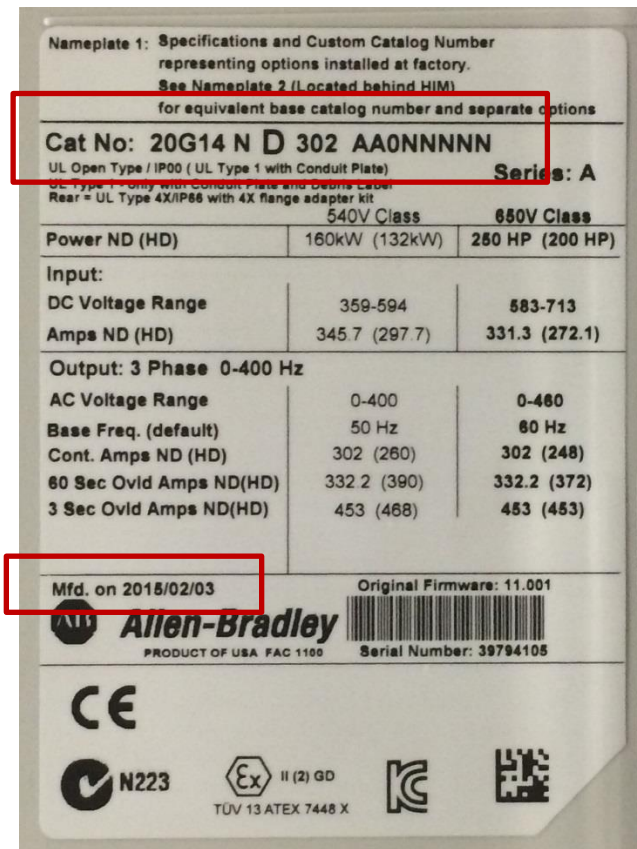
The affected products are PowerFlex 753 and PowerFlex 755 Frame 7 DC Common Bus Input, catalog numbers beginning with 20F14N, 20F14G, 20G14N, and 20G14G, manufactured between September 5, 2018, (date code 2018/09/05) and September 4, 2019 (date code 2019/09/04). The specific catalog numbers are:

| PowerFlex 753 | | PowerFlex 755 | |
|--------------------|--------------------|--------------------|--------------------|
| 20F14NC302JN0NNNNN | 20F14ND302AA0NNNNN | 20G14NC302AN0NNNNN | 20G14ND302AA0NNNNN |
| 20F14NC367JN0NNNNN | 20F14ND302AN0NNNNN | 20G14NC367AN0NNNNN | 20G14ND302AN0NNNNN |
| 20F14NC456JN0NNNNN | 20F14ND361AN0NNNNN | 20G14NC367JN0NNNNN | 20G14ND361AA0NNNNN |
| | 20F14ND415AN0NNNNN | 20G14NC456AN0NNNNN | 20G14ND361AN0NNNNN |
| | 20F14ND477AN0NNNNN | 20G14NC456JN0NNNNN | 20G14ND361JN0NNNNN |
| | | | 20G14ND415AA0NNNNN |
| | | | 20G14ND415AN0NNNNN |
| | | | 20G14ND477AN0NNNNN |



For unopened product still in the original shipping carton, the product catalog number and date code may be found on the carton label. The catalog number will be in the CAT field and the date code in the lower right corner.

In the example to the left, the catalog number is 20G14NC456JN0NNNNN and the date code is 2015/01/14, or January 14, 2015. This product is outside the affected date code range and is shown as an example only.



The catalog number and manufacturing date may be found on the product nameplate, located on the right side of the product. The catalog number will be shown in the Cat No: field and the date code in the Mfg on field.

In the example shown to the left, the catalog number is 20G14ND302AA0NNNNN and the date code is 2015/02/03, or February 3, 2015. This product is outside the affected date code range and is shown as an example only.

– Description –

A potential anomaly exists with the PowerFlex 753 and PowerFlex 755 Frame 7 DC Common Bus Input. Connectors used to secure the DC flexible bus bar link may have been improperly torqued. The proper torque levels for these connections is 46 in-lbs.

– Temporary Workarounds –

No workaround has been identified. Affected product must be corrected as described in the Correction section of this document.

– Correction –



ATTENTION: Only persons skilled in the maintenance of industrial control and electrical equipment should attempt to perform the following remediation 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.



ATTENTION: To avoid an electric shock hazard, verify that the voltage on the bus capacitors has discharged completely before servicing.

Measure the DC bus voltage at the power terminal block by measuring between the +DC and -DC terminals (see Figure 95 and Figure 14 for location) or between the +DC and -DC test point sockets, if equipped. Also measure between the +DC terminal or test point and the chassis, and between the -DC terminal or test point and the chassis. The voltage must be zero for all three measurements.

Correction requires tightening the affected connections to the proper torque level of 46 in-lbs. The required tools for this procedure are a flat blade screwdriver and a calibrated torque wrench set to 46 in-lbs and using an M8 socket.

1. Disconnect the PowerFlex 753 or PowerFlex 755 Drive from all power sources, following appropriate LOTO procedures.
2. Open the PowerFlex 753 or PowerFlex 755 Drive by loosening the four screws located in each corner of the cover panel with a standard flat blade screwdriver.



3. With the cover removed, locate the DC common input bus in the bottom left corner of the drive unit. The DC flexible bus bar link connection is the left most connection as shown in the following images.



4. Inspect the area around the DC Common Input Bus for signs of overheating, such as heat damage to the terminal block or bus bar insulation. If your PowerFlex 753 or PowerFlex 755 shows signs of overheating, return your drive for repair or replacement.



In the example shown to the left, the left bus bar insulation is damaged and the terminal connection pads are discolored.

If your product shows evidence of overheating such as shown here, return your drive for repair or replacement. If there is no evidence of overheating, continue to the next step to verify the torque.

5. Using a calibrated torque wrench set to 46 in-lbs and using an M8 socket, tighten the left DC flexible bus bar connection. Customers are advised to verify torque of all customer connections at this time.
6. When the torque of all connections has been verified, re-install the drive cover with the four cover screws.

For future identification, customers are advised to place a small label with the text "PN 2019-09-001" on or near the nameplate as evidence that the correction action steps have been completed.

Product that shows signs of overheating should be returned for repair or replacement. Contact your Rockwell Automation Distributor or other place of purchase to request warranty repair or replacement product. Reference this Product Notice PN 2019-09-001 when requesting repair or replacement product.

For customers with unopened product, customers are advised to attach a copy of this notification to the PowerFlex 753 or PowerFlex 755 DC Common Bus Input product carton to ensure connections are properly torqued during installation.

Rockwell Automation will accept requests for repair (where applicable) or replacement product for a period of 18 months from the initial publication 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 or Sales Office 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 TechConnectSM support contracts should reference this Product Notice PN 2019-09-001 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 [1090364](#). 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 TechConnectSM support contract, please use the telephone number supplied to you with the contract.

| 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 |