

 **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.

**CENTERLINE 2100 NEMA LVMCC 100msec Duration Rated ArcShield R Frame
Inability to Turn Off Breaker on Loss of Internal Control Power**

Reference: 2021-01-001

Date: January 2021

This Product Notice informs you of a potential anomaly that exists with the CENTERLINE® 2100 NEMA LVMCC 100msec duration rated ArcShield™ R Frame. If control circuit power is lost, the panel door cannot be opened, and the internal circuit breaker cannot be operated.



– Product Identification –

The affected products are CENTERLINE 2100 LVMCC catalog number 2193 with options TRUG (3000A R-frame breaker) and 112B (100ms Duration rated ArcShield). The full list of affected products by serial number is attached as appendix B.



Product may be identified by the serial number listed on the product nameplate. The serial number is shown in the CATALOG NO. / SERIAL NO. field.

In the example shown to the left, the serial number is 6504850087/100. This serial number matches one listed in Appendix B and is subject to this notification.

– Description –

A potential anomaly exists with the CENTERLINE 2100 NEMA LVMCC Duration rated ArcShield R Frame. If power is lost to the control circuit, the panel door cannot be opened, and the internal circuit breaker cannot be operated.

The ArcShield R-frame 100msec duration rated LVMCC relies on push buttons to power a shunt trip and shunt close using a line powered control transformer to operate the panel door interlock.

If the control circuit loses power with the circuit breaker ON, the following occurs:

- The buttons on the door become inoperative.
- The circuit breaker cannot be turned off.
- The door interlock cannot be released, and the panel door cannot be opened.

The user is unable to access manual buttons on the front of the R-frame circuit breaker with the current ArcShield design. There is no bypass built into the door. This product is the main incoming for a LVMCC lineup. The circuit breaker will remain ON continuing to power the installation.

– Temporary Workarounds –



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

If this anomaly occurs and the retrofit kit has not been installed, the following workaround will allow access to the cabinet.

ATTENTION – You must remove power to the cabinet prior to performing these actions. Removing the catch angle disables the locking mechanism and can allow user contact with live circuits.



1. Disconnect power to the unit and perform Lock-Out / Tag-Out (LOTO) procedures.
2. Locate the hardware holding the catch angle to the door. Refer to the image shown at the left.
3. Grind or chisel off the catch angle hardware. This will cause the catch angle to fall into the cabinet, allowing the door to be opened.

The catch angle should be reattached to the door using standard nut and bolt hardware. Make sure the catch angle is reattached prior to restoring power to the cabinet.

Important – After performing the workaround actions, you must make sure all materials, including the catch angle and associated fasteners, are located and removed from the cabinet. Failure to do so may result in a short circuit when power is restored to the cabinet.

– Correction –

The correction requires the installation of retrofit parts. The instructions for the field retrofit are included in appendix C.

Rockwell Automation will provide retrofit parts for a period of 18 months after publication of this Product Notice. Customers should contact Rockwell Automation Technical Support to request a retrofit parts. When calling Technical Support it is important to reference this Product Notice – PN 2021-01-001.

– 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.
- 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 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, <https://www.rockwellautomation.com/en-us/support/knowledgebase.html>, as ID number [PN1544](#). 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.

Trademarks not belonging to Rockwell Automation are property of their respective companies.

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>. Click on *Contact Us* → *Phone*, and 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

Appendix B Affected Product by Serial Number

The following table identifies affected product by product serial number. Refer to the Product Identification section of this document for additional identification information.

Affected Product Serial Numbers			
6503760435-300	6504347898-200	6504475597-400	6504648414-100
6503760435-300	6504347898-300	6504475597-700	6504648414-200
6503760435-300	6504347898-400	6504523683-100	6504648414-300
6503773973-1400	6504365274-100	6504526073-100	6504691705-1000
6503773973-3400	6504365274-200	6504526073-1000	6504691705-1400
6504043381-100	6504365274-500	6504526073-1100	6504719197-400
6504043381-200	6504365274-600	6504526073-1200	6504733147-100
6504043381-300	6504398108-900	6504526073-1300	6504733147-200
6504148298-300	6504404127-301	6504526073-200	6504740621-200
6504161080-100	6504454789-100	6504526073-300	6504740621-300
6504162172-300	6504454795-100	6504526073-400	6504740621-400
6504185853-100	6504454795-200	6504526073-500	6504757824-100
6504185853-200	6504454795-300	6504526073-600	6504775947-800
6504185853-300	6504454795-400	6504526073-700	6504809609-100
6504185853-400	6504456003-100	6504526073-800	6504817872-100
6504185853-500	6504456003-200	6504526073-900	6504819736-100
6504240362-200	6504456003-300	6504570401-100	6504834276-100
6504249105-1700	6504456003-400	6504629452-1000	6504837591-1000
6504252778-100	6504456003-500	6504629452-300	6504837591-1200
6504252778-200	6504456023-100	6504629452-400	6504837591-600
6504257876-100	6504456023-200	6504629452-500	6504842207-500
6504278072-300	6504456023-300	6504629452-600	6504850087-100
6504278462-100	6504456023-400	6504629452-700	6504850087-100
6504307621-100	6504456023-500	6504629452-800	6504867885-100
6504312558-100	6504475597-1100	6504629452-900	6504899472-500
6504344122-100	6504475597-1500	6504639770-100	6504928408-001
6504347898-100	6504475597-2000	6504641989-400	6504961015-600

Appendix C Retrofit Part Installation Instructions

Reference: Rockwell Automation Knowledgebase Article ID PN1544 / 1129825.
https://rockwellautomation.custhelp.com/app/answers/answer_view/a_id/1129824.

Issue: A reset button to de-energize the R-Frame circuit breaker is missing from the door.

Impact: If a fuse on the control transformer opens, the control station that energizes and de-energizes the circuit breaker will no longer function.

If the control station is no longer functional, the circuit breaker can no longer be de-energized. The door lock on the circuit breaker will not release with the circuit breaker still energized.

Resolution: Install a reset button in the polycarbonate window of the door. The reset button will be positioned over the OFF button of the circuit breaker. This reset button will allow the circuit breaker to be de-energized if a fuse opens on the transformer. The photo below illustrates the position of the reset button on the door.

Section without the reset button installed:



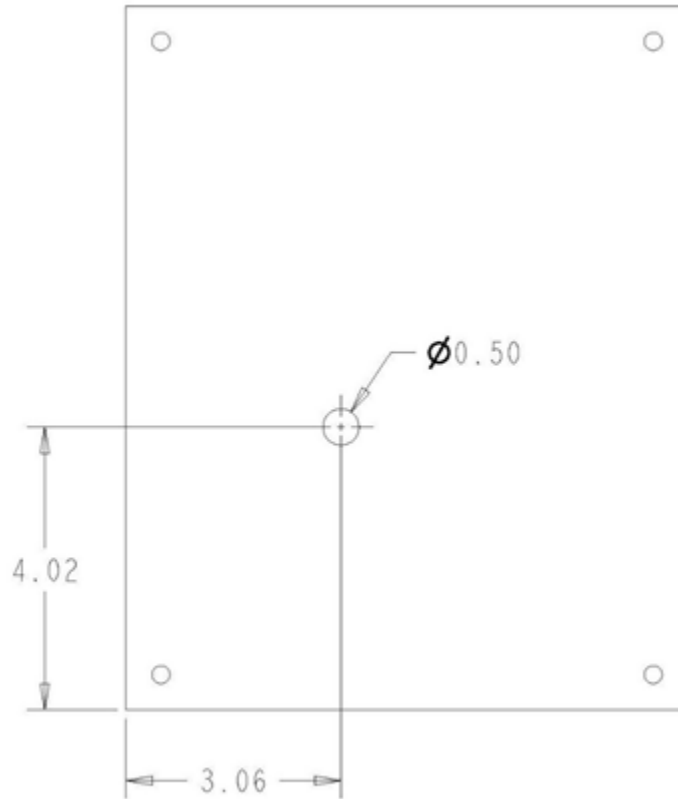
Section with the reset button installed



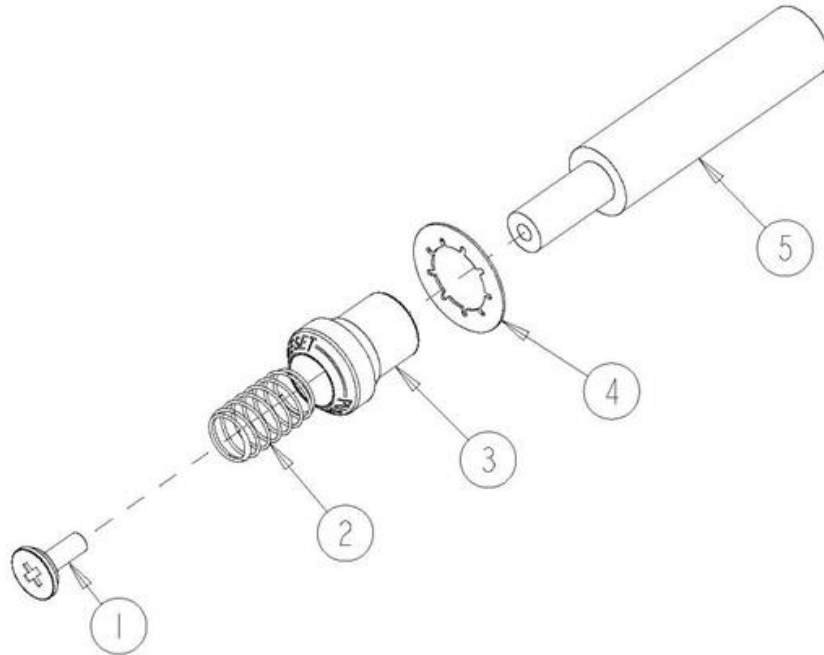
The following instructions show how to install the reset button in the window.

Reset button installation steps:

1. Before working on the section to install the reset button, the control station should be used to de-energize the circuit breaker. Before performing any additional work on this MCC, remove all power from this MCC after de-energizing this circuit breaker. This allows the door to be opened and access to the window.
2. A hole for the reset button will need to be added to the window. The current design has the window being held in place by (4) pieces of hardware. The hardware should be removed so that the window can be removed for alteration.
3. Once removed, the window will need to have a 0.50" (12.7mm) hole added to the window. The hole will be located at 3.06" (77.7mm) from the left edge and 4.02" (102.1mm) from the bottom edge. The image below shows the location that the hole should be located on the window.



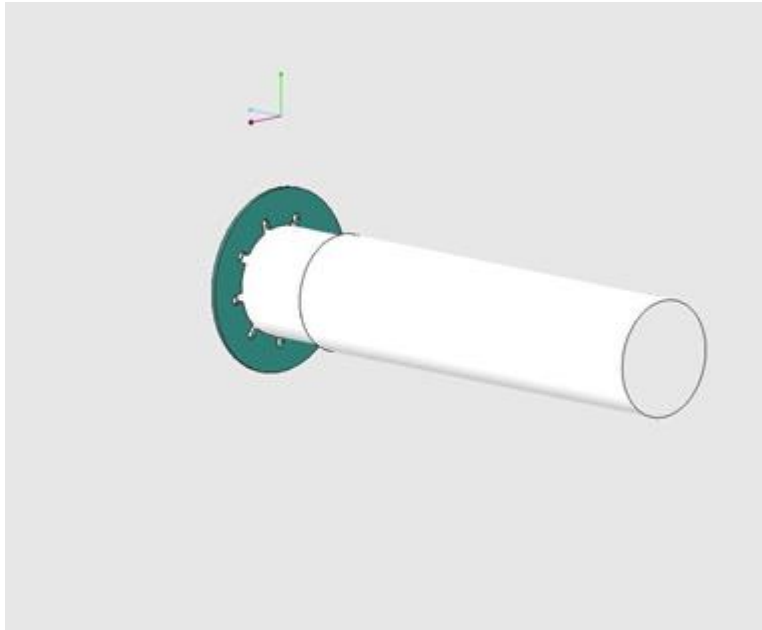
4. Once the hole is added to the window, it can be re-installed on the door. The double-sided tape and the hardware used to mount the window on the door should be re-installed. When installed properly the hole will be in the bottom left quadrant of the door. Please refer to the picture at the beginning of this section for proper orientation.
5. Once the window is back in place, the reset button can be installed. The reset assembly will arrive fully assembled. The picture below shows the reset assembly and identifies the parts. The parts are (1) button screw, (2) spring, (3) bushing, (4) lock ring and (5) reset extension.



6. To install the reset, place the bushing into the hole that was cut into the polycarbonate window until the bushing sits flush in the window. The lock ring will then be placed on the bushing from the inside side of the door until it sits flush against the polycarbonate window. If properly installed the reset bushing should be held in place.
7. Once the bushing is in place, the spring can be placed in the bushing.
8. The reset screw is then placed in the bushing to hold the screw inside the bushing.
9. With the reset screw and spring being held in place, the reset extension is then screwed onto the reset screw. If properly installed, the front of the reset screw should be flush with the front of the bushing. The reset extension should be held securely onto the reset screw. Refer to the pictures below to see what the installed button should look like.



View of installed reset from front side of the viewing window.



View of installed reset from the inside of the window.