

**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.

NEMA 300 Size 4 Enclosed Starters with 1494U-200A disconnects may remain inadvertently energized when the disconnect handle is in the OFF/Open position

Reference: 2023-06-001

Revision: 1.0

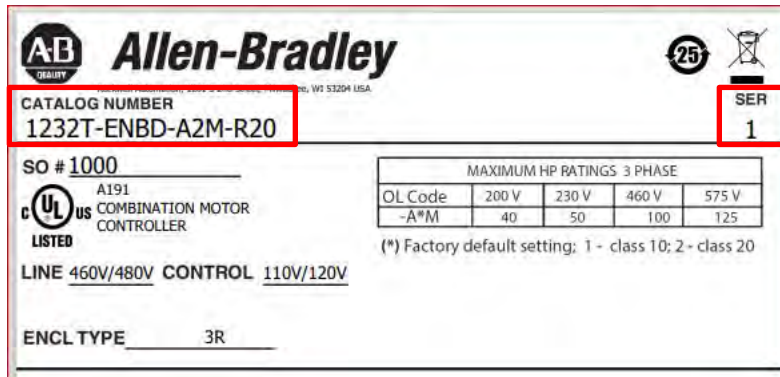
Date: June 2023

This Product Safety Advisory informs you of a potential anomaly that exists with the NEMA 300 Size 4 Enclosed Starters with 1494U-200A disconnects. The disconnects may remain inadvertently energized when the disconnect handle is in the OFF/Open position. This anomaly may result in the panel and downstream equipment remaining inadvertently energized with the disconnect handle in the OFF/Open position. This condition may pose an electrical shock hazard.

– Product Identification –

The affected product(s) are all NEMA 300 Size 4 Enclosed Starters with 1494U-200A disconnects catalog numbers 302-EFBD-J20 Series 1, 312-EFCD-A2M-J20 Series 1, 1232T-ENB-A2M-R20 Series 1, and 1232T-ENBD-A2M-R20 Series 1, manufactured from May 2019 through May 2023.

Product identification information can be found on the product nameplate located on the door inside the product. The product catalog number will be found in the CATALOG NUMBER field and the series in the SER field as shown below.



– Description –

A potential anomaly exists with the NEMA 300 Size 4 Enclosed Starters with 1494U-200A disconnects. The disconnects may remain inadvertently energized when the disconnect handle is in the OFF/Open position. This anomaly may result in the panel and downstream equipment remaining inadvertently energized with the disconnect handle in the OFF/Open position. This condition may pose an electrical shock hazard.

– Temporary Workarounds –

Before repairing or servicing the panel and/or downstream equipment, a qualified electrician shall de-energize the upstream electrical supply to the disconnect, apply appropriate Lockout/Tagout protocols, and verify the absence of voltage between all phases and phases to ground.

Always follow standard electrical safety procedures, per NFPA 70E Lockout/Tagout, to ensure that de-energization has been accomplished. Always wear appropriate personal protective equipment (PPE) prior to achieving an electrically safe working condition.

– Correction –

Corrective action requires on-site servicing of the affected product by Rockwell Automation Field Support personnel. Customers with the affected product should contact Rockwell Automation Technical Support to make arrangements for on-site remediation. Refer to this Product Safety Advisory PSA 2023-06-001 when making arrangements for field service.

– Requested Customer Action –

Rockwell Automation requests you take the following actions:

- Confirm if you have a product affected by this Product Safety Advisory PSA 2023-06-001. Refer to the Product Identification and Description sections of this document for product identification assistance.
- Contact Rockwell Automation Technical Support to make arrangements for on-site remediation and reference this Product Safety Advisory PSA 2023-06-001.
- 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 PSA 2023-06-001 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 <https://www.rockwellautomation.com/en-us/support/knowledgebase.html> 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 by going to the Rockwell Automation Knowledgebase as <https://www.rockwellautomation.com/en-us/support/knowledgebase.html>. 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