

 **PRODUCT NOTICE**  
Notice of Potential Product Concern

Rockwell Automation issues a Product Notice when it identifies a product anomaly that may cause commercial or customer satisfaction concerns.

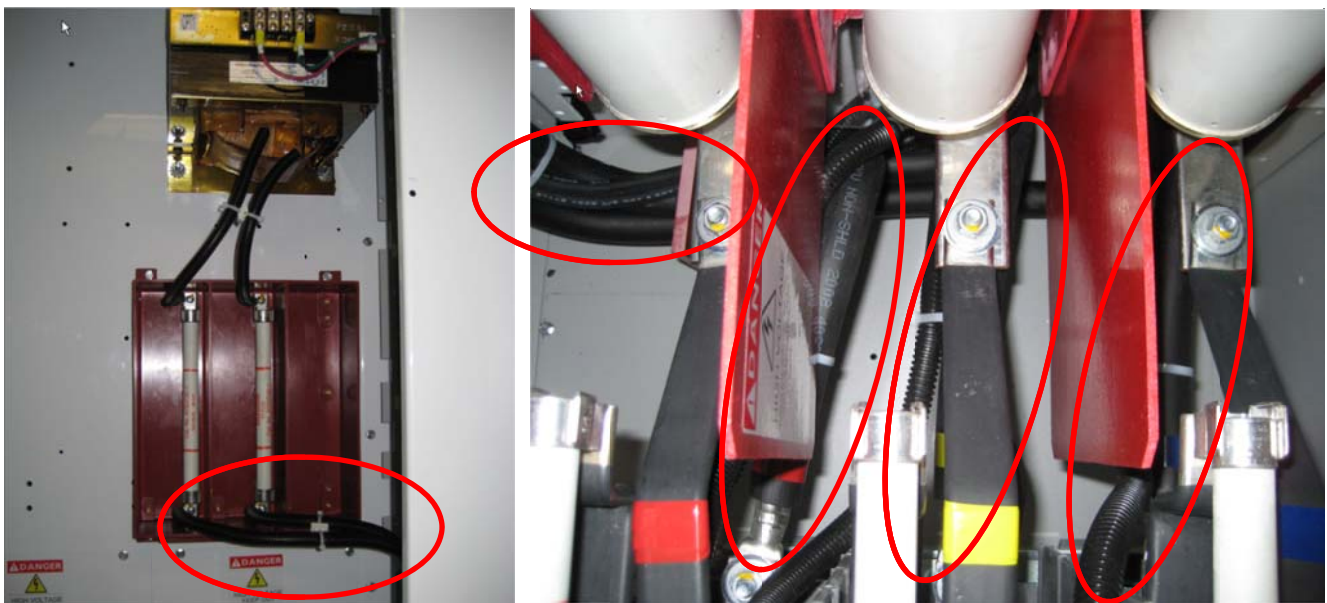
**Bulletin 1512 Medium Voltage Motor Control Center (MV MCC)  
Catalog Numbers 1512\*-6\*\*, 1526E-6\*\* and 1591\*-6\*\***

Reference: 2011-01-001

Date: January 2011

The purpose of this Product Notice is to inform you of a potential anomaly that exists with the Bulletin 1512 Medium Voltage Motor Control Center (MV MCC) products, Catalog Numbers 1512\*-6\*\*, 1526E-6\*\* and 1591\*-6\*\*.

Within the Medium Voltage Motor Control Center panel, the wire connecting Potential Transformers (PT) or Control Power Transformers (CPT) may have a 600 volt insulation rating on the medium voltage primary or primary fuses. If not corrected, the 600 volt rated insulation may degrade over time leading to potential insulation failure. When the insulation fails, the wires within the controller may short circuit leading to a fuse opening, or the controller may shut off due to loss of control signals. Affected #8 AWG wires within the panel must be inspected for the proper 7500 volt insulation rating and replaced if incorrect.



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Photos showing possible locations of affected wires within panel. Affected wire may be concealed within a corrugated sleeve.



Wire markings showing incorrect 600V insulation rating.



Wire markings showing correct 7500V insulation rating.

#### – Product Identification –

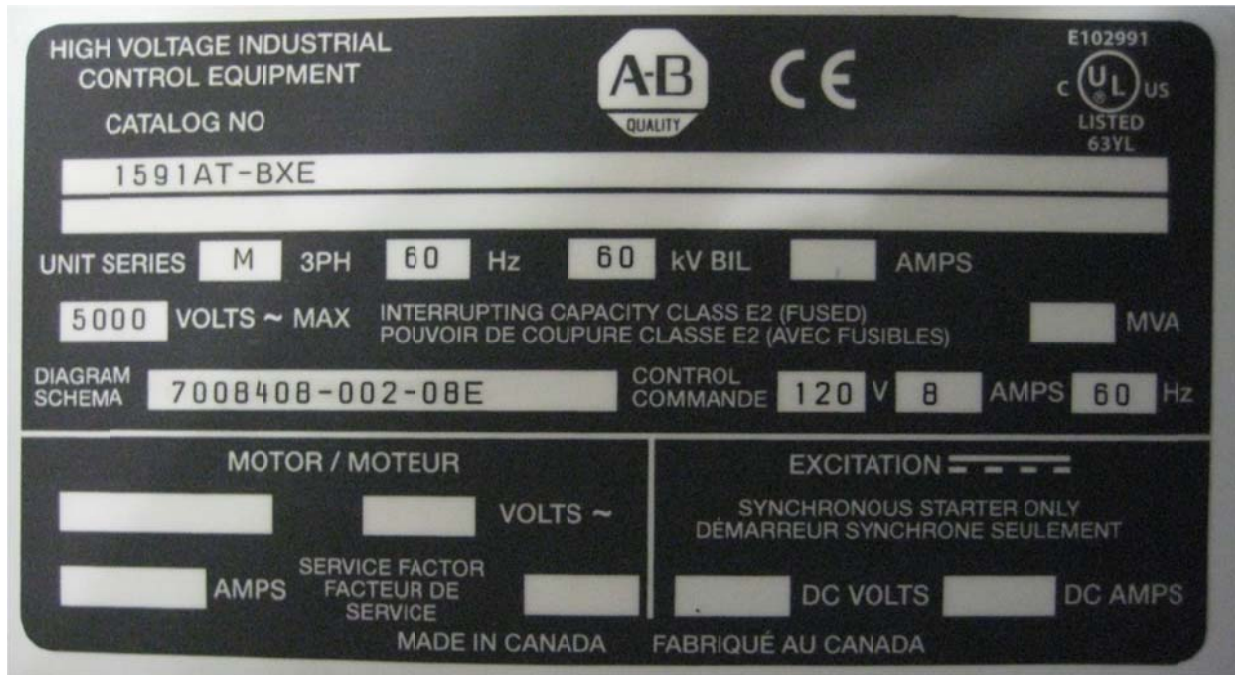
Potentially affected products may be identified by the catalog number strings 1512\*-\*6\*\*, 1562E-6\*\* and 1591\*-6 shipped between January 1, 2007 and October 21, 2010. Referencing the External Nameplate image below, these products will contain a Series No. within the range of 7007385 through 7010765. Contact Rockwell Automation Technical Support to determine if your Series No. is in the list of potentially affected products.

**A visual inspection of the affected wires within the Medium Voltage Motor Control Center is required to identify product with this anomaly.** Only personnel who have been trained and understand the Medium Voltage Motor Control Center can work on this equipment. Appropriate PPE and applicable safety procedures must be followed at all times. Contact Rockwell Automation Technical Support if you need assistance performing this inspection.

The following images show examples of nameplates external to and internal to the panel. Actual nameplates may vary based on product options.



Example – External Nameplate



Example – Internal Nameplate

**– Description –**

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Within the Medium Voltage Motor Control Center panel, the wire connecting Potential Transformers (PT) or Control Power Transformers (CPT) may have a 600 volt insulation rating on the medium voltage primary or primary fuses. If not corrected, the 600 volt rated insulation may degrade over time leading to potential insulation failure. When the insulation fails, the wires within the controller may short circuit leading to a fuse opening, or the controller may shut off due to loss of control signals. Affected #8 AWG wires within the panel must be inspected for the proper 7500 volt insulation rating and replaced if incorrect.

**– Temporary Workarounds –**

None.

**– Correction –**

Potential Transformer (PT) and Control Power Transformer (CPT) wiring on the medium voltage primary and primary fuses must be inspected for proper insulation voltage rating. Check that these wires are marked for a 7500V insulation rating. If the wire is not rated at 7500V it must be replaced with 7500V #8 AWG wire with corrugated tubing at least 30 cm from each end. Only personnel who have been trained and understand the Medium Voltage Motor Control Center can work on this equipment. Appropriate PPE and applicable safety procedures must be followed at all times. Rockwell Automation will provide a retrofit kit with the replacement parts to correct the anomaly. The retrofit kit may be obtained by contacting Rockwell Automation Technical Support and referencing this Product Notice. Rockwell Automation does not recommend the use of non-Rockwell Automation provided replacement parts.

**– 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 you have Electricians qualified to perform wiring on the Bulletin 1512 Medium Voltage Starter, contact Rockwell Automation Technical Support and request retrofit kit part number 80178-553.
- If you choose to have Rockwell Automation Technical Support perform the retrofit, contact Rockwell Automation Technical Support as shown in Appendix A and reference this Product Notice.
- Customers with TechConnect contracts can [chat online](#) with English speaking representatives. Reference this Product Notice when connected to a support engineer

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This Product Notice is posted on the Rockwell Automation Knowledgebase, <http://www.rockwellautomation.com/knowledgebase>, as ID number [117258](#).

If this Product Notice does not affect you because you do not have the products any longer, or if you are 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>. Select your country, and from the link '[Knowledgebase](#)' you can subscribe to important product updates, including Product Safety Advisories and Product Notices.

## 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/> under Phone Support / Email Support (located on the left edge of your screen)

Region / Country	Phone Number ( ) International Code
<b>Asia/Pacific</b>	
Australia	1 800 809 929
China	(86 21) 6128 8888
Hong Kong	800 96 5575
India	1 800 3000 7635
Japan	00 44 2261 2142
Korea	0030 833 0004
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	0080 333 332
Thailand	001 800 611 2757
<b>Caribbean</b>	
All Countries	(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	(52) 55 5246 2010
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) 02104 960 664
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) 02104 960 664
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) 297 543543
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

If you have a TechConnect Contract, please use the telephone number supplied to you with the contract.