



PRODUCT SAFETY ADVISORY
Notice of Potential Unsafe Condition

GuardMaster Lifeline 4 Cable Pull Switches

Reference: 2010-05-001

Revision: A

Date: May 2010
June 2010

June 2010: This Product Safety Advisory is updated to include a remediation plan for replacement switches.

This Product Safety Advisory informs you about a potential unsafe condition with Lifeline 4 Cable Pull Switches.

- Product Identification -

There is a potential unsafe condition with the Rockwell Automation catalog numbers listed in Table 1.



Allen-Bradley Guardmaster Lifeline 4 Cable Pull Switches (75m, 125m, and stainless steel versions)

These are the affected catalog numbers.

440E-H13046	440E-L13149	440E-L13192
440E-H13069	440E-L13150	440E-L13193
440E-L13042	440E-L13152	440E-L13208
440E-L13043	440E-L13153	440E-L13228
440E-L13043-P	440E-L13155	440E-L13229
440E-L13075	440E-L13163	440E-L21BNYH
440E-L13126	440E-L13164	440E-L21BTYH
440E-L13127	440E-L13165	440E-L21GNYM
440E-L13131	440E-L13166	440E-L22BNSL
440E-L13133	440E-L13176	440E-L22BNSM
440E-L13135	440E-L13178	440E-L22BNST
440E-L13137	440E-L13179	440E-L2NANNYS
440E-L13139	440E-L13181	440E-LRNC400
440E-L13140	440E-L13182	440E-P13045
440E-L13141	440E-L13184	
440E-L13142	440E-L13186	
440E-L13147	440E-L13189	

Table 1 – Affected Rockwell Automation Catalog Numbers

All product with a date code of DR04 (January 25, 2010) through DR19 (May 16, 2010) are suspect, unless a 'QC' mark has been applied to product and/or carton.

- Description -

Some GuardMaster Lifeline 4 Cable Pull Switches will not activate as intended. The tolerance of a particular component is such that the switch may not trip as a result of a 'pulled' cable.

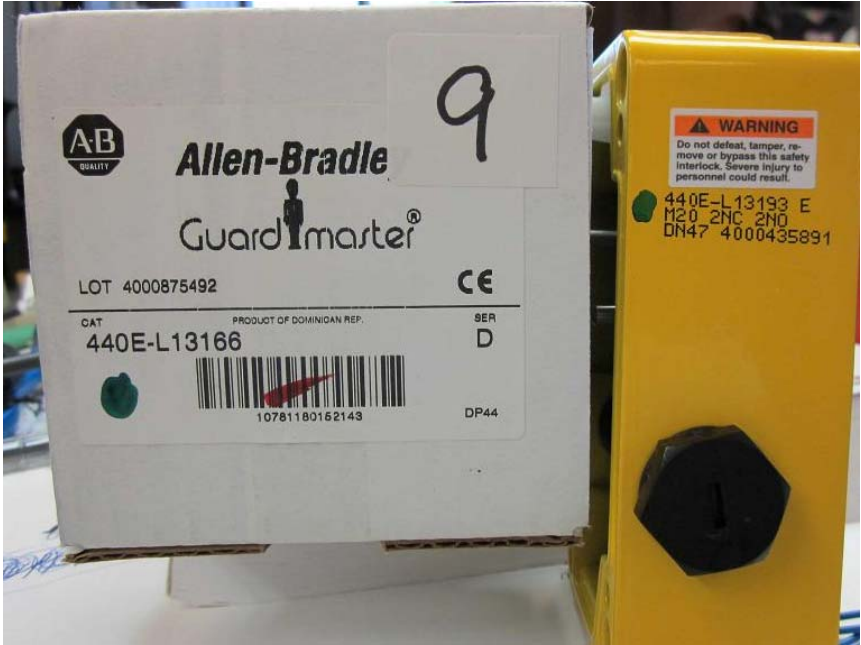
-Temporary Workarounds -

There is no Temporary Workaround for this anomaly.

Description of 'QC' Mark

Rockwell Automation has affixed a 'QC' mark to all products (product and carton) that have been tested and determined to be good within the date codes of interest. Therefore, all units or shipping cartons bearing this 'QC' mark affixed near the catalog number are acceptable. The 'QC' mark is shown in the picture below and consists of an indelible green marker-pen dot.

The potential product-safety anomaly is **corrected** in all new products with a date code of DR20 and later.



Product Bearing 'QC' Mark

Carton Bearing 'QC' Mark

- Requested Customer Action -

Check that you have product affected by this Product Safety Advisory. Refer to the Product Identification section of this document for identification help.

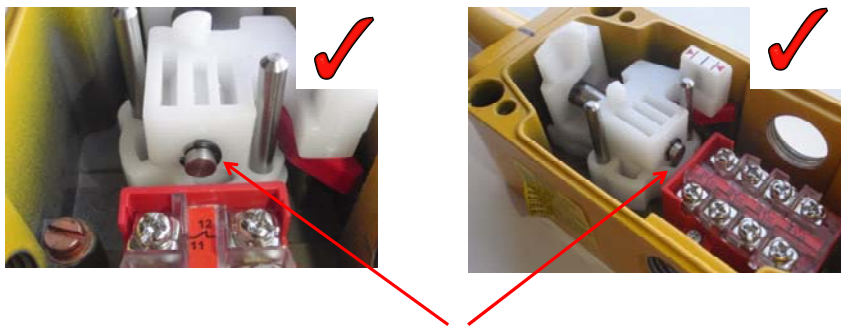
For a Boxed Unit (packed in a carton)

Replace the unit.

For an Installed Unit

We request that you take the following actions:

- Check that you have product affected by this Product Safety Advisory. Refer to the Product Identification section of this document for identification help.
- Remove the cover of the switch.
- Identify that a spring 'E-Clip' is fitted to the end of the steel operating shaft.
- If the spring 'E-Clip' is missing or not completely fitted, do not use the switch.



Ensure the spring "E-Clip" is present

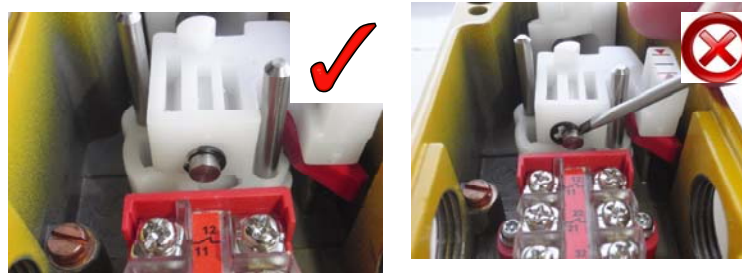


Do not use the switch if "E-Clip" is not present or misfitted

- If a spring 'E-Clip' is fitted, verify that it is completely fitted to the operating shaft by pushing the 'E-Clip' to the left and right as shown below.
- Do not use the switch if the 'E-Clip' becomes dislodged.



Push "E-clip" left and right with screwdriver tip



Do not use the switch if "E-Clip" becomes dislodged

- If you need to replace a switch, select a switch that is outside of the date code range described above or that is within the date code range but carries the 'QC' mark.
- **Return affected product to Rockwell Automation as soon as possible.**
- 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 can [chat online](#) with English speaking representatives. Reference this Product Safety Advisory when connected to a support engineer.

This Product Safety Advisory is posted on the Rockwell Automation Knowledgebase, <http://www.rockwellautomation/knowledgebase>, as ID number [68865](#).

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 potentially affected units.

We appreciate your immediate cooperation. If you have any questions, please contact us.

Sincerely,

ROCKWELL AUTOMATION

You can register for Automatic Product Notifications from Rockwell Automation by email. Go to the Support web page at <http://www.rockwellautomation.com/support>. Under 'Self-Service Support [Knowledgebase — Technical questions? Start here!](#)', 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 at <http://www.rockwellautomation.com/support/> under Phone Support/Email Support (located on the left edge of the screen).

Region / Country	Phone Number () International Code
Asia/Pacific	
Australia	1 800 809 929
China	(86 21) 6128 8888
Hong Kong	800 96 5575
India	1 800 3000 7635
Japan	(81) 3 3206 2785
Korea	0030 833 0004
Malaysia	1 800 80 4851
New Zealand	0800 27 27 25
Taiwan	0080 333 332
Thailand	001 800 611 2757
Caribbean	
All Countries	(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	(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
Europe	
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 (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
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.