

 **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.

**1608N MiniDySC and 1608P ProDySC Voltage Sag Correctors
May Lose Primary Functionality**

Reference: 2019-08-004

Date: August 2019

This Product Notice informs you of a potential anomaly that exists with the Bulletin 1608N MiniDySC® and 1608P ProDySC® Voltage Sag Correctors. Loss of an internal component may result in the product losing primary functionality, including sag correction and static bypass.



- Product Identification -

The affected products are Bulletin 1608N MiniDySC and 1609P ProDySC Voltage Sag Correctors. Only specific units are affected. Affected units may be identified by the product serial number.

Catalog Number	Serial Number
1608N-012A120V2S	PM077535
	PM077536
	PM077559
	PM077560
	PM077614
	PM077615
	PM077616

1608N-012A208V1S	PM077817
	PM077818
	PM077819
	PM077820
	PM077821
	PM077822
	PM077823
	PM077824
	PM077825
	PM077826
	PM077827
	PM077828
	PM077829
	PM077830
	PM077831
PM077832	

Catalog Number	Serial Number
1608N-012A220V2S	PM077356
	PM077396
	PM077397
	PM077398
	PM077399
	PM077400
	PM077401
	PM077402
	PM077447
	PM077448
	PM077449
	PM077450
	PM077451
	PM077452
	PM077453
	PM077454
	PM077455
PM077456	
PM077835	

Catalog Number	Serial Number
1608N-012A240V2S	PM077345
	PM077346
	PM077347
	PM077348
	PM077349
	PM077352
	PM077353
	PM077354
	PM077355
	PM077404
	PM077405
PM077563	
PM077564	

1608N-025A120V2S	PM077444
	PM077445
	PM077446
	PM077538
	PM077539
	PM077540
	PM077541
	PM077542
	PM077568
	PM077569
	PM077570

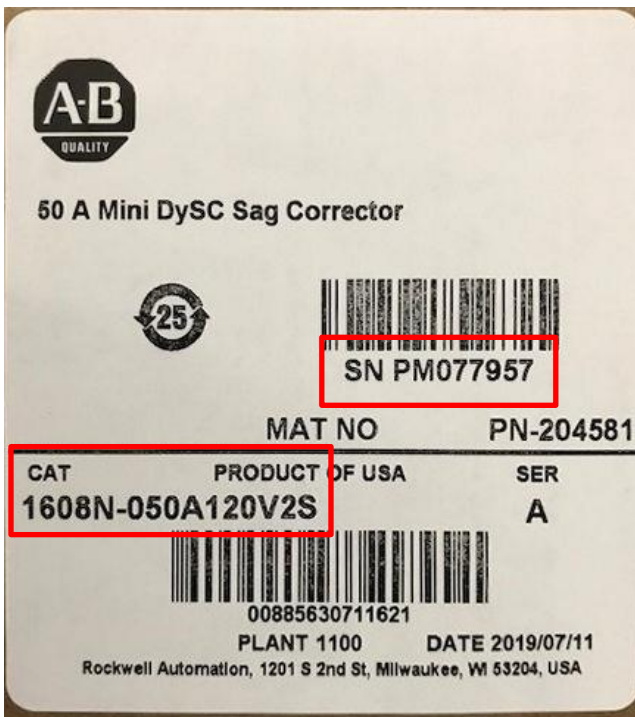
1608N-025A208V1S	PM077437
	PM077438
	PM077439

1608P-025A415V4E	PM077833
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The product identification information can be found on the product's nameplate, located on the side of the device. The catalog number is in the CAT field and the serial number is in the SN field under the serial number bar code.

In the example shown at the left, the catalog number is 1608N-012A240V2S and the serial number is PM078060. This information does not match the information in the Product Identification section of this document and is not subject to this notification. This image is shown as an example only.



For product still in its packaging, the product identification information can be found on the carton label. The catalog number is in the CAT field and the serial number is in the SN field under the serial number bar code.

In the example shown at the left, the catalog number is 1608N-050A120V2S and the serial number is PM077957. This information does not match the information in the Product Identification section of this document and is not subject to this notification. This image is shown as an example only.

- Description -

A component internal to the Dynamic Sag Corrector product may fail prematurely, resulting in loss of primary functionality, including sag correction and bypass functionality. This component is part of an internal circuit assembly and cannot be repaired in the field.

- Temporary Workarounds -

No workaround has been identified. Customers where the sag correction functionality is not system critical may bypass the sag corrector until a replacement can be installed.

– Correction –

Correction requires replacement of the MiniDySC or ProDySC product. Contact your Rockwell Automation Distributor, Sales Office, or System Provider, or other place of purchase, and request replacement material. Make sure to reference this Product Notice PN 2019-08-004 when requesting replacement hardware. Repair or exchange is not available for this product. Unopened product should be returned in its original shipping carton with all factory seals intact.

Rockwell Automation will accept requests for 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 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 [1089526](#). 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