

 **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 PowerFlex 750 Series Frame 7 Drive Clearance

Reference: 2021-03-001

Date: March 2021

This Product Notice informs you of a potential anomaly that exists with the PowerFlex® 750 Series Frame 7 Drive packaged in a CENTERLINE® 2100 NEMA LVMCC. For PowerFlex 750-series Frame 7 drives with a top mounted 600MCM fuse block, physical interference with fan may cause arcing between fan and incoming terminal block.



**– Product Identification –**

The affected products are the PowerFlex 750 Series Frame 7 Drives packaged in a CENTERLINE 2100 NEMA LVMCC manufactured from November 2018 through May 2020. Affected product may be further identified by the serial number located on the product nameplate. For information on how to determine the serial number of your LVMCC system please reference the Rockwell Automation Knowledgebase, Article ID IN5486, at [https://rockwellautomation.custhelp.com/app/answers/answer\\_view/a\\_id/507207](https://rockwellautomation.custhelp.com/app/answers/answer_view/a_id/507207). Refer to Appendix B for the complete list of serial numbers.

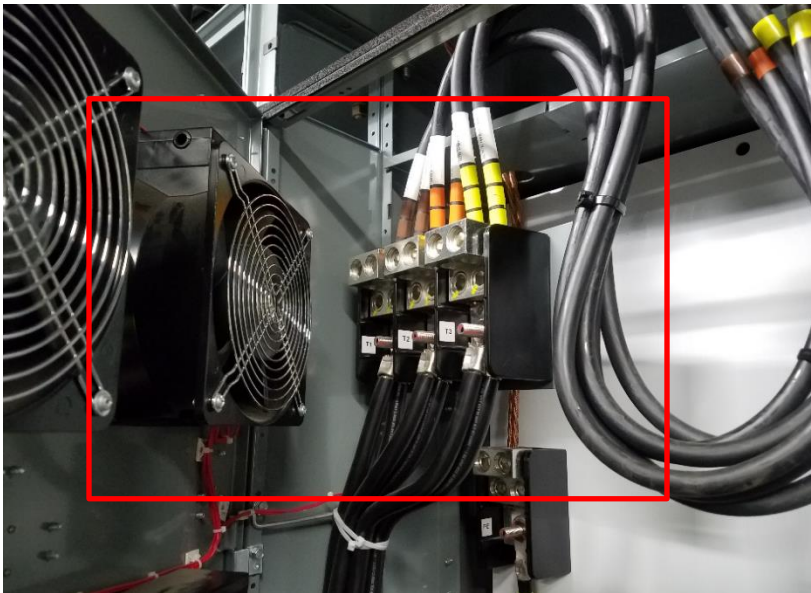


Product identification information may be found on the product nameplate located on the section door. The product serial number is shown in the CATALOG NO / SERIAL NO field.

In example shown to the left, the serial number is 6500818477000100. This serial number is not part of the affected product list and is shown here as an example only.

**– Description –**

For PowerFlex 750-series Frame 7 drive with top mounted 600MCM fuse block, physical interference with the door mounted ventilation fan may cause electrical arcing between fan and incoming terminal block. The picture below shows the fan and incoming fuse block that may be involved in the physical interference.



– Temporary Workarounds –

Rockwell Automation has not identified a temporary workaround. Correction requires the implementation of the customer action below. Customers are advised to take their systems out of service until the corrective actions can be implemented.

– Correction –



**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.

Correction requires on site relocation of the terminal block within the cabinet to eliminate any interference. Customers with affected product must contact Rockwell Automation Post Sales Technical Support with this Product Notice number PN 2021-03-001 and the serial number of their product. Rockwell Automation will respond with a field retrofit kit with the necessary hardware and instructions to make the required correction.

**Important** – Product hardware may not be returned on this notification. Correction actions may be made on site following instructions provided by Rockwell Automation.

– 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 product affected by this Product Notice, contact Rockwell Automation Post Sales Technical Support with this Product Notice number and the serial number of your equipment.
- 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 **PN1553**. 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>. Click on *Contact Us* → *Phone*, and then enter your location information. If you have a TechConnect<sup>SM</sup> support contract, please use the telephone number supplied to you with the contract.

Region / Country	Phone Number ( ) International Code
<b>Asia/Pacific</b>	
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
<b>Caribbean</b>	
All Countries (English)	(1) 440 646 3223
All Countries (Español)	(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	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
<b>Europe</b>	
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
<b>North America</b>	
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
6503781873-000100
6504197436-000300
6503781873-000100
6504413831-000500
6504437973-000700
6504915163-000200
6504915163-000100
6504658295-000200
6504764519-000600
6504764519-000700
6504794193-001400
6504794193-001800