

7<sup>th</sup> of May 2025

## IMPORTANT PRODUCT ADVISORY NOTICE

**From:** Austdac Pty. Ltd. ("Austdac")

**Subject:** Austdac Uninterruptible Power Supply (UPS) Type 12/NMH/288

Austdac is voluntarily notifying all customers and end users of the Austdac Uninterruptible Power Supply (UPS) Type 12/NMH/288 (Part Number UPS12NMH288-1000-B) manufactured between January, 2020 and May, 2024, ("Affected Products"), that some Affected Products may have been fitted with uncertified glands and blanking plugs, and therefore may not meet the requirements of the certificate IECEx TSA 13.0017X issue 5.

Certificate IECEx TSA 13.0017X issue 5 requires that all glands and blanking plugs fitted to the internal Ex e enclosure and to the mains cable gland on the main enclosure, be an Ex e gland or Ex e blanking plug.

Due to a manufacturing process issue, some Affected Products may have been fitted with OSNU and OSNJ series glands, which are not Ex e certified. While these glands have not been marked with the Ex e certification mark, our third party supplier has confirmed that the fitted glands meet the requirements of the IECEx certified OS-A2F series Ex e gland and, as such, Austdac has no reason to believe that the Affected Products will fail under normal use.

In addition, some Affected Products may have been fitted with a grey nylon blanking plug which is not Ex e certified as required by Certificate IECEx TSA 13.0017X issue 5. Austdac notes that the IP rating of the grey nylon blanking plug is IP66 and that the temperature range of the fitted plugs exceeds that of the UPS IECEx certificate rating and the material is rated at UL94 V2.

The glands and blanking plugs are fitted to the Affected Products at the locations shown in Figures 1 and 2 below:



**Figure 1.** Austdac UPS gland plate view (note that correct gland is fitted in this photo)



**Figure 2.** Austdac UPS internal Ex e enclosure

The uncertified glands can be identified by the OSNU and OSNJ markings and the absence of any IECEx markings as shown in Figure 3a below. A certified gland is shown in figure 3b for comparison:



**Figure 3a.** OSNU Series gland (not certified)



Figure 3b. Certified Gland

The uncertified blanking plug fitted to the internal Ex e enclosure can be identified by the grey colour material as shown in Figure 4a. A certified blanking plug is shown in figure 4b for comparison:



Figure 4a. Grey nylon Blanking Plug (not certified)



**Figure 4b.** Certified Blanking Plug

Manufacturing bill of materials changes have been implemented to ensure that this issue does not recur, and all glands and blanking plugs used in products manufactured after June 1, 2024 use the Ex e certified glands and blanking plugs, meeting the requirements of the certificate IECEx TSA 13.0017X issue 5.

While there has been no reported injury, nor has there been any reported equipment or property damage to date, Affected Products may not conform to the certificate IECEx TSA 13.0017X issue 5.

Austdac has developed the following alternative solutions that customers can implement with respect to the Affected Products:

1. Replacement done at time of Affected Product's service, repair or overhaul

Austdac will replace the non-certified glands and blanking plugs fitted to the internal Ex e enclosure and the mains gland with certified glands and blanking plugs when an Affected Product is returned to Austdac for service, repair or overhaul.

2. Rectification at Customer's request

Customers that wish to replace the glands and blanking plugs immediately may return the Affected Product(s) to Austdac for warranty replacement. Alternatively, Austdac will provide a replacement kit containing certified glands and blanking plugs and instructions so that customers can perform a replacement of the glands and plugs on any Affected Product at an Ex competent workshop.

We appreciate your company's help with this important program, and we ask that you please direct any questions or need for further information to Austdac's Customer Service (email: [CustomerService@austdac.com.au](mailto:CustomerService@austdac.com.au); telephone: 1800 568 984).

Regards

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