

DISTRIBUTOR LETTER
IMPORTANT PRODUCT ADVISORY

June 6, 2019

RE: HCS Bypass Relay-Notice of Potential Safe Failure Mode

Hubbell Control Solutions ("HCS") is voluntarily notifying distributors and end-users identified as receiving HCS's Bypass Relay Catalog No. UL924BRUNV (the "Device") manufactured by a third-party supplier LVS, Inc. ("Supplier") that may be defective. The lot of impacted Devices is limited and HLI has identified all affected shipments. The shipment(s) in question are listed on the second page of this letter. The Device, pictured below, channels emergency power in a circuit and can be identified by its rectangular shape and "LVS" marking with Model EPC-A-1.

The Supplier has found that some Devices were manufactured in a way that, when connected to a 277V normal utility circuit, may overheat causing a subsequent safe failure mode. The Supplier has since corrected its manufacturing inconsistencies and is supplying HCS with new Devices. We are working to identify the end users that received this Device and to facilitate remediation. We are asking for your assistance in that effort.

The following actions by your company are needed immediately:

Your company's purchase order(s) are listed on the accompanying page. Any issues are limited to those specific purchases. We need your immediate help in identifying the end-users to whom your company distributed the Devices. We are asking that you immediately forward the attached notification "Important End-User Product Advisory" to those end-users and to email a list of affected end users to HubbellWarranty@lvscontrols.com. Once identified, the Supplier will work directly with end-users to resolve the issue.

We appreciate your cooperation and understanding as we work to ensure that your Hubbell product meets the high standards of performance and safety that our customers have come to expect. If you have additional questions you may call 1.800.982.4587 and ask to speak with the Warranty team.

Hubbell Control Solutions



By: Jason Sherrill
Vice President, Brand Management



IMPORTANT END USER PRODUCT ADVISORY

To: End User/Customer

From: Distributor

RE: HCS Bypass Relay- Notice of Potential Contained Failure

Dear HCS Customer,

You are receiving this letter because our records indicate you recently purchased a Hubbell Control Solutions ("HCS") Bypass Relay Catalog No. UL924BRUNV manufactured by LVS, Inc. ("Supplier"). The Device you purchased has been identified as potentially defective because of an inconsistency in a third-party Supplier's manufacturing processes. The Supplier has found that in some cases, when connected to a 277V normal utility circuit, the Device may overheat causing a subsequent safe failure mode.

While we believe the chances of this happening are uncommon, HCS is taking this situation very seriously. The Supplier of this Device will provide a field repair to remediate this issue at no cost to you.

To initiate immediate service of your Device please contact HubbellWarranty@LVSControls.com and reference your purchase order number to ensure prompt service.

We apologize for any inconvenience and appreciate your patience, as we work to ensure that your HCS product meets the high standards of performance and safety that you, our valued customer, have come to expect from our trusted brand.

Hubbell Control Solutions



Jason Sherrill
Vice President, Brand Management