

Bergamo, June, 16th 2020

Dear Customer,

Following periodical audit of the quality of its own product, Lovato Electric decided, after having noticed functional problems, to perform a recall campaign for the fuse holder of the series:

- FB01F
- FB01D
- FB01G

The batch number of the product object of the recall campaign is within the range 10117 and 10720. This means the production range of time within first week of January, 2017 and February, 14th, 2020 (first digit “1” is the revision index, while the following 4 digits are the week and year of production). The batch number can be read on the product package as on the product, as shown in the images below:

Image n.1 – Batch number on the product package



Image n.2 – Batch number on the product



With this communication, we are informing you that some of the products object of this recall campaign has been shipped to you between 2017 and 2020.

The anomaly found on the fuse holder object of the recall campaign is the wrong positioning of an internal component, as highlighted in the pictures below with the red boxes.

Image n.3



Image n.4

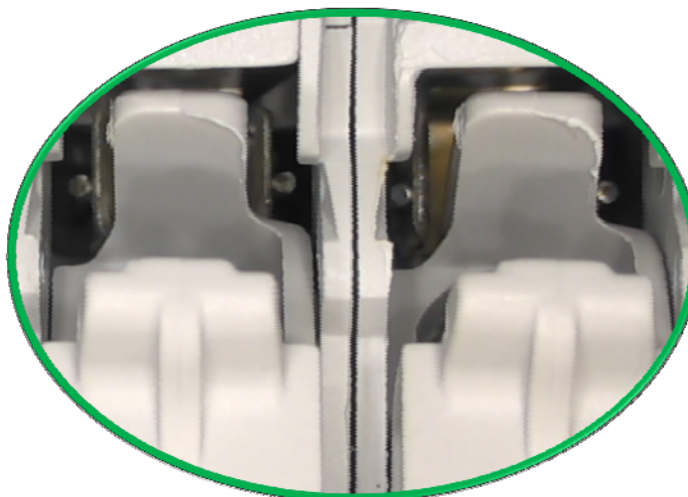
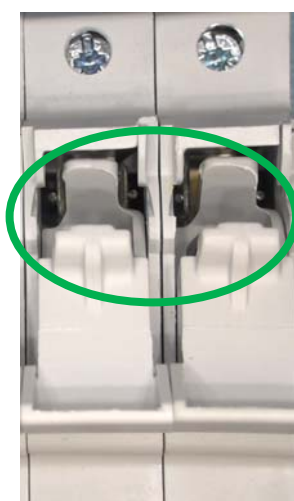
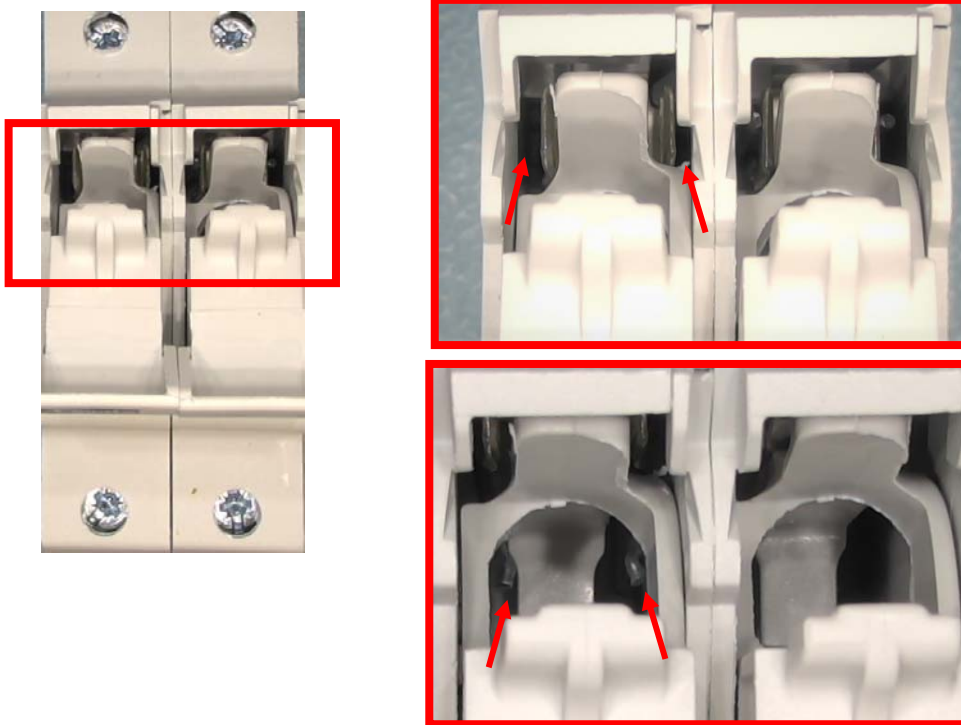


Image n.5



After our internal analysis , this wrong positioning has been found to be caused by a non conform assembling during the production process, caused by two components which were out of tolerance.

This wrong positioning of the internal component could increase the risk, according to Lovato Electric experience and judgment, to the following consequences:

- Overheating of the fuse holder;
- Risk to the operators if they open the fuse holder whilst operational, without the specific PPEs (dielectric gloves), touch a fuse still working (not fully interrupted), which is located within the fuse holder.

As for conforming products, it has been verified that the proper working is not compromised performing the following operations:

- Movement and transportation of the fuse holder;
- Typical opening and closing operation of the fuse holder, to add or remove fuses;
- Installation and electrical connection of the fuse holder.

Lovato Electric did already:

- Increased the visual inspection during the assembling process and the final test;
- Enhanced all its warehouses, by checking the products stocked, either in its Bergamo headquarter, as in all its foreign subsidiaries;
- Identified the checked products with a dot just on the side of Lovato Electric brand, as shown in the following image.

Image n.6



Even if, the defective percentage ratio has been found to be really low after the internal control, and likely assuming that products on the market may have a similar failure ratio, We invite you to check your warehouse as soon as you get this communication, in order to check if there may be products with batch number as indicated above.

In case that products with indicated batches number have been shipped to your customers, We invite you to advise them with all the details of this communication, so that they can segregate those products, preventing potential risk due to non conform products.

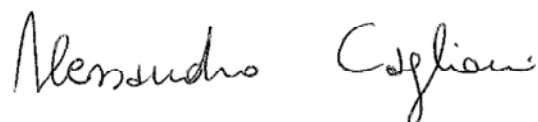
We kindly invite you to contact our Technical Support in Lovato Electric in any moment (Service@LovatoElectric.com , Tel. +39 035 4282422) in order to either inform us about quantity and products not conform and for any clarification regarding the action to be performed.

We ask you to provide us a feedback on the correct receipt and acknowledgment of this communication within one week from its receipt.

Lovato Electric Spa works daily to keep and improve the quality of his products, implementing solutions and tests that allow to guarantee the maximum reliability.

We sincerely apologize for the inconvenience that this recall campaign may cause you.
We remain at your disposal for any clarification.

Best regards.



Alessandro Caglioni
Technical Support Manager
Lovato Electric Spa