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## TECHNICAL ADVISORY BULLETIN

### 48V-2kW C337 Capacitor Failure Issue

Date: March 4, 2021

Model #: CXRF 48-2.0kW

Part #: 010-622-20-040

#### Issue

Alpha Technologies Ltd., an EnerSys company, recently identified a failure mode on the 2kW rectifier. We have not experienced this failure mode in the nine-year life of the 2kW rectifier, which includes a field population of 70,000+ modules.

Our investigation revealed the problem could be traced to one supplier's capacitor, which we have determined to be in a batch of 1,638 units.

Detailed root cause investigation continues with our supplier and another third-party testing facility. The failure mode from this capacitor failure is the rectifier reports a UPF Fail / Primary Shutdown and the rectifier stops supplying power.

This TAB is to address the corrective actions to resolve this issue.

#### Corrective Action

Alpha immediately removed the capacitor from our qualified parts list which will permanently correct this issue.

For fielded units, Alpha has a complete list of serial numbers and shipping information by customer. The affected serial number range is 224050763 to 224051533 and 224051787 to 224052653.

If any modules in the affected range can be identified in a customer stock location and not in service, please contact Alpha Technical Support.

For any modules in service in the affected ranges, Alpha will be working with affected customers to provide extended warranty up to five years from shipment date on this specific failure mode and product replacements.

For additional assistance or if you have any questions regarding this notification, please contact Alpha Technical Support at 1.888.462.7487 or [www.alpha.ca/report-a-problem](http://www.alpha.ca/report-a-problem).



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Sincerely,

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For assistance, contact Alpha Technical Support:  
North America (toll-free): 1.888.462.7487  
International: +1.604.436.5547  
Monday to Friday, 7:00 AM to 5:00 PM PST for regular inquires  
24/7 for emergency support  
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