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TECHNICAL ADVISORY BULLETIN

PWX-041RCA4G4YSPWP – TPA/GMT Panel Output Terminal Block

Date: July 1, 2020

Model #: PWX-041RCA4G4YSPWP

Part #: 300001772984

Issue

PWX-041RCA4G4YSPWP shipped after April 1st, 2020 may have stripped landing screws in the output terminal blocks. When trying to connect outputs the screw will simply spin and not back out so the load cannot be connected.



Corrective Action

Alpha will be contacting all customers whose orders may include suspect material.

Units in the field:

1. Check that the screws on all 16 outputs back out and tighten down prior to installing the panel. Contact Alpha Technical Support for an RMA and advanced replacement for any examples found
2. Field stock can also be returned to Alpha for testing. Contact Alpha Technical Support for an RMA

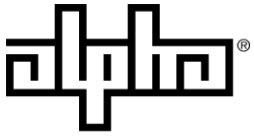
Warehouse stock:

For all warehouse stock contact Alpha Technical Support for an RMA. Product will be screened and returned to the customer. Any defective units will be repaired or replaced.

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.

For more information visit www.alpha.com

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Sincerely,

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For assistance, contact Alpha Technical Support:
Toll Free North America: 1-888-462-7487
International: +1-604-436-5547
Monday - Friday, 7:00 AM - 5:00 PM PST for regular inquires
24/7 for emergency support
[Click here to report a problem](#)