



48V-4kW C337 Capacitor Failure Issue

Date: June 25th, 2019
Model #: CXRF 48-4.0kW
Part #: 010-623-20-040

Issue

Alpha Technologies Ltd., an Enersys company, recently identified a failure mode on the 4kW rectifier. We have not experienced this failure mode in the 10-year life of the 4kW rectifier, which includes a field population of 150,000+ modules.

Our investigation revealed the problem is the result of a bad capacitor, which we have determined to be in a batch of 6,518 units. To date approximately 2% of modules from this batch have failed.

Detailed root cause investigation continues with our supplier and another 3rd party testing facility. However, because the capacitor failure causes a rectifier failure, we want to act now to begin the process of replacing modules in the affected serial range.

This TAB is to address immediate 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. We will be distributing these lists to affected customers as an addendum to this TAB notification.

If any modules in the affected range can be identified in a customer stock location and not in service, please contact Alpha technical support and a product swap can be immediately arranged.

For any modules in service in the affected ranges, Alpha will be working with affected customers to provide extended warranty 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.



Sincerely,

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