

Ms. DENISE ADAMS  
GOSS GRAPHIC SYSTEMS LTD,  
GREENBANK STREET  
PRESTON  
Lancashire PR1 7LA



For the attention of the Managing Director

Dear Sir / Madam,

**URGENT! – PLEASE ACTION**

**Product Notification – Weidmuller WPE 2.5 & 4mm Earth Terminals**

This notification relates to the following articles supplied by RS Components Ltd. after 2<sup>nd</sup> January 2012.

RS Stock No.	Weidmuller p/n	Description
528-0217	1010100000	EARTH TERMINAL 4MM W
193-124	1010000000	WPE2.5 earth terminal

GPS0112-4009

Our records show that you have purchased 1 or more of these products.

Weidmuller have advised that there is a possibility that certain of their earth clamps may not make a secure connection onto TS35/7.5 DIN rail.

We would ask that you refer to the attached notification from Weidmuller which gives more information on the fault.

It is not possible to identify the affected batch number as RS Components Ltd down packs these terminals so the original batch labelling on the bulk packaging is lost.

Weidmuller have advised that any terminals that have been fitted to TS35/7.5 DIN rail should be checked to ensure that they are firmly clamped and it is not possible to slide them sideways along the rail. In their additional information letter Weidmuller point out that very few terminals are affected and it is highly likely that faulty terminals would have been detected during installation.

If you have suspect terminals that you would like to return please contact the RS Customer Care Team on 01536 444123 to arrange for replacements to be sent to you.

Please accept our apologies in advance for any inconvenience caused.

RS Components Limited

International Management Centre, 8050 Oxford Business Park North, Oxford OX4 2HW  
United Kingdom. Registered office as above. Registered in England No: 647788.  
T: +44 (0)1865 204000 F: +44 (0)1865 207400

[www.electrocomponents.com](http://www.electrocomponents.com)

**URGENT / CONFIDENTIAL**

**RECALL NOTICE: WPE 2.5 & WPE 4**

One of our authorised distributors has notified us that you have recently purchased Weidmüller earth terminals and these may be affected by a quality issue.

We have been informed by our head office in Germany of a potential quality issue that has been identified with some WPE 2.5 & WPE 4 earth terminals. The earthing screw provided with the above products does not always deliver a secure and tight fit onto the TS35/7.5 mounting rail.

This could mean that the earthing screw for the fixing link within the PE terminal cannot be tightened firmly, with the result that the PE-terminals could possibly be dislodged from the mounting rail.

This may result in contact interruptions between the earth terminal and the mounting rail. This could cause a failure of the products as the fault current may not discharge fully.

**Please note that this does not occur and is safe, when the T35/15 mounting rail is used.**

The following products are affected:

WPE 2.5	Weidmüller	article-no.:	1010000000
WPE 4	Weidmüller	article-no.:	1010100000

The products can be identified by the Q-no. on the label of the product packaging.

From Q-No xx-xx-xxxxxxx-111206-xx  
To Q-No xx-xx-xxxxxxx-120827-xx

**Please take the following actions:**

**1. Block all available stock**

Please block all your existing stock if listed in the article numbers above.

Weidmüller Ltd  
Klippon House  
Centurion Court Office Park  
Meridian Business Park  
Meridian East  
Leicester  
LE19 1TP  
T +44 (0) 116 2823470  
F +44 (0) 116 2893582

Ref: Q01/2012 WPE Recall

Date: 13<sup>th</sup> September 2012

2. Identify all installed products

Visual identification of the affected products is simply not possible due to the technical nature of the problem. It is therefore necessary to replace all products which have been delivered and installed at your sites.

3. Replace affected products

Please confirm by email the total quantity of product that needs to be replaced using [quality@weidmuller.co.uk](mailto:quality@weidmuller.co.uk). We will then liaise with the authorised distributor to arrange collection and shipping of replacement stock.

If you have an urgent operational requirement (such as production at a standstill, etc) please speak to your Weidmüller contact immediately to identify and agree the necessary measures and actions for faster delivery.

Weidmüller Contact:  
Ian Sweatman – Head of Quality  
[quality@weidmuller.co.uk](mailto:quality@weidmuller.co.uk)  
Tel: 0116 282 1274 Fax: 0116 282 1281

This same procedure applies, even if the potentially faulty parts are not or no longer your direct responsibility.

4. Confirm no further action is required

Once you are satisfied that all existing stocks have been replaced with new product, and that all installed product has either been replaced or confirmed as not affected by the quality issue, we would be grateful if you could confirm this by email again using the [quality@weidmuller.co.uk](mailto:quality@weidmuller.co.uk) address.

Weidmüller would like to apologise for any potential inconvenience this may cause and would like to thank you in advance for your assistance.

Yours sincerely



Dave Baston  
Managing Director



Ian Sweatman  
Head of Quality



Adrian Hinks  
Product Manager

Registration No: 641676 England

Registered Office:  
Klippon House  
Centurion Court Office Park  
Meridian East  
Meridian Business park  
Leicester  
LE19 1TP

Bank Details:  
Barclays Bank PLC  
Sort Code 20-27-17  
A/c No 00549770 (Sterling)  
A/c No 56822011 (Euro)  
A/c No 57827088 (USD)

WEEE Producer Registration Number  
WEEE/DC0054TQ



FM 00673

**URGENT / CONFIDENTIAL**

**RECALL NOTICE: WPE 2.5 & WPE 4**  
**Additional Information**

Weidmuller Ltd  
Klippon House  
Centurion Court Office Park  
Meridian Business Park  
Meridian East  
Leicester  
LE19 1TP  
T +44 (0) 116 2823470  
F +44 (0) 116 2893582

Dear Sirs

Ref: Q01/2012 WPE Recall

Date 1<sup>st</sup> October 2012

Further to our initial product recall letter distributed during September, we've learnt a great deal about the nature of the quality issue since these letters have been sent out.

The problem affects less than two percent of the WPE2.5 and WPE4 terminals supplied by Weidmuller during the first eight months of 2012.

During our discussions with the numerous customers in the UK, several had identified an occasional rogue terminal in a box. In every instance to date these were found during initial installation, were discarded and replaced with another terminal from the same box which was of good quality. So Far, there have been no notified situations where a defective terminal has reached the stage of commissioning or final install.

The normal procedure when installing these earth terminals is that they are tightened using a screwdriver, and then manually checked for tightness onto the din rail. Under normal conditions, should the terminal move on the rail, an additional turn of the central screw would be sufficient to lock it in place.

With the faulty terminals, even when the screw is tightened to the end of its travel, it is still possible to slide the earth terminal along the rail. They are not so loose as they would fall off if turned upside down, and not slide unaided if the rail were held vertically. They will however move if pushed by hand.

As detailed in the initial letter, the earth terminals mounted on TS35/15 rail are not affected as this rail is manufactured using thicker material and all terminals are capable of correct fixing.

It is also worthy of note that there will be no degradation of product such that a good quality product of today will not inherit this failure point over time. It is a manufacturing issue.

If the terminals have been installed into an ATEX certified enclosure and the end user wishes to exchange these terminals for new ones, they are permitted to do so as a direct component exchange does

not alter the original configuration of the enclosure. All work must however be carried out to the documented procedures.

The majority of our customer base has confirmed that they check the secure fit of the earth terminals themselves, and as such are confident in the quality of the finished panel. As such they have decided not to replace these terminals, and just exchange the remaining terminals left in their stores. There are a very small number of customers who are still looking to swap out the terminals so that they have total peace of mind with their installations.

We are working with all these companies ensuring that any reasonable, incidental expenses such as mileage rates, travelling times and engineering re-work costs are identified, pre-authorised and then met by Weidmüller.

The route for replacing any product either from warehouse shelf stock or for install product is via your original source of supply.

Once you are satisfied that all existing stocks have been replaced with new product, and that all installed product has either been replaced or confirmed as not affected by the quality issue, we would be grateful if you could confirm this by email to [quality@weidmuller.co.uk](mailto:quality@weidmuller.co.uk)

Weidmüller would like to apologise for any potential inconvenience this may cause and would like to thank you in advance for your assistance.

Yours sincerely



Dave Baston  
Managing Director



Ian Sweatman  
Head of Quality



Adrian Hinks  
Product Manager

Registration No: 841876 England

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