

## Voluntary recall of the Catalog #2137.83 Adapter – 600 V CAT III Power Adapter for use with Models PEL 102 & PEL 103

October 2022

Dear Valued Customer,

Chauvin Arnoux<sup>®</sup> has identified a potential safety problem which may affect the Catalog #2137.83 Adapter - 600V CAT III Power Adapter for use with Models PEL 102 & PEL 103.

### Problem encountered:

It has been detected that, in conditions close to its operating limits, certain products may undergo abnormal heating which may lead to a risk of burns or even electric shocks.

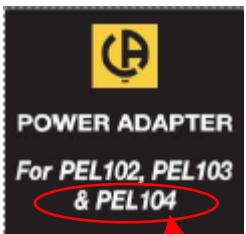

### ***Please stop using this accessory immediately.***

The safety of our products' users is an essential priority for Chauvin Arnoux and AEMC<sup>®</sup> Instruments, therefore we have decided to **voluntarily recall** all the products which may be affected and to supply a new replacement product.

We are very sorry for any inconvenience caused by this decision, and we thank you for your understanding and assistance in correcting this situation. Below, we've outlined the important steps needed to obtain a replacement adapter.

### **Step One: Determine if your adapter is affected by the recall**

How to identify whether your product is potentially affected:

Catalog #	Name Plate	Technical Label
2137.83	 <p>POWER ADAPTER For PEL102, PEL103 &amp; PEL104</p> <p>PEL 104 is listed on Name Plate</p>	 <p><b>WARNING</b> 600 V max Power supply (L1-N-L2): 100 - 600 V AC 50 / 60 / 400 Hz 100 VA 600 V CAT III</p> <p>600 V is listed on the Technical Label</p>

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### Locating the serial number:

The label bearing the serial number is located on the lower surface of the power adapter. It comprises six digits followed by three letters (e.g., N°.123456 AAA). See images below to help locate the serial number.



### Step Two: Understand and Follow the Replacement Procedure

***We will need the serial number of the product so please follow the instructions provided above to locate it on the adapter(s) before contacting us.***

Our goal is to make the replacement process as easy as possible. Contact AEMC<sup>®</sup> Instruments customer service team at [return2137.83@aemc.com](mailto:return2137.83@aemc.com). They have been trained on working with you to collect the necessary information to seamlessly complete the process. Or if you prefer, following is a link to an online Recall Submission Form that you can fill out and submit electronically to AEMC<sup>®</sup> Instruments customer service team.

[Safety Recall Submission Form](https://www.aemc.com/support/safety-recall.cfm) (<https://www.aemc.com/support/safety-recall.cfm>)

Once contacted, our team will provide a call tag number to pay for the shipping costs of returning the recalled adapter(s). It will be tracked and processed promptly.

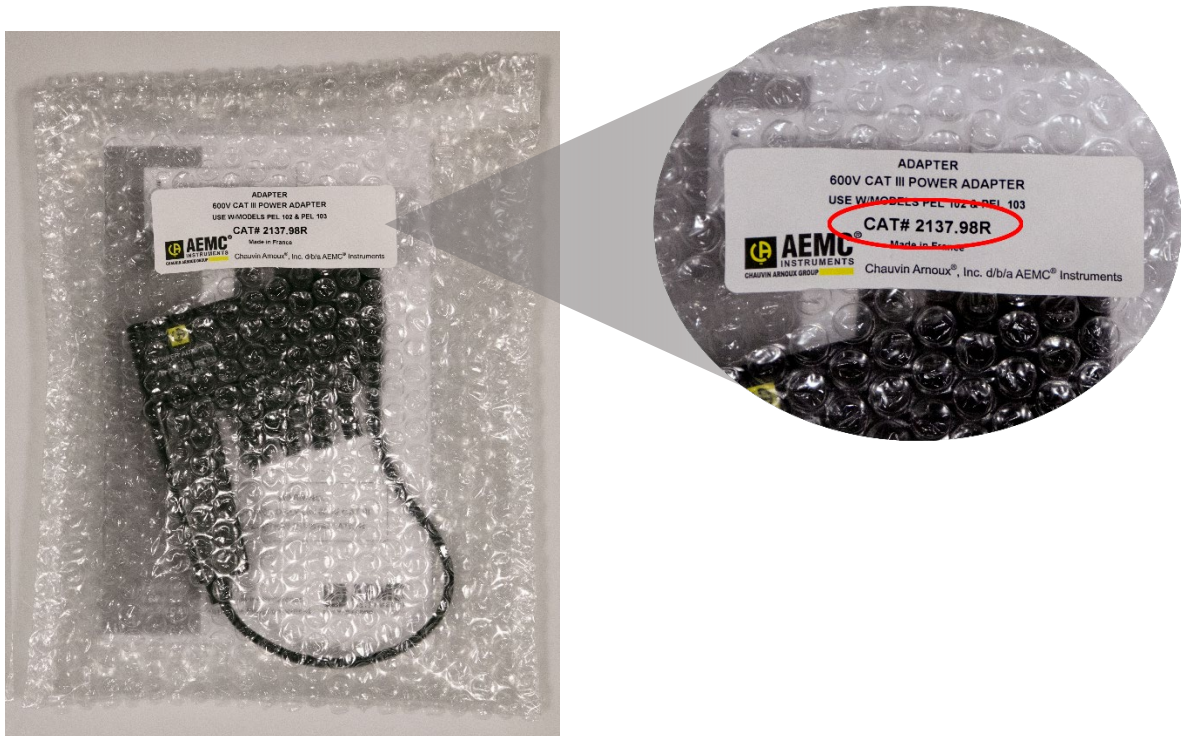
***Please be aware that it will be required to ship the recalled adapter(s) back to our corporate office in Dover, NH before we can finalize the process and ship a replacement adapter(s).***

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### Step Three: Receive the replacement Catalog #2137.98R Adapter

A new replacement adapter will be shipped, catalog #2137.98R. It will be packaged in a bubble pack with a revised user manual. The label will have the replaced adapter **CAT# 2137.98R** clearly printed on it as shown in the closeup image below. If you do not receive an adapter with the label CAT#2137.98R, contact us to discuss and resolve any concerns.



If you have any questions, do not hesitate to contact us.

**Chauvin Arnoux® Inc. d.b.a. AEMC® Instruments**  
**Customer Service**

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