



## Product Alert – Product Safety Notification Rosemount 5300 – Level Transmitters

June 2, 2021

### Type of Notification: Product Safety Notification

FM Approvals was notified by Emerson Automation Solutions of a non-conformance involving FM Approved Rosemount 5300 Level Transmitters shipped between April 27, 2020 and February 5, 2021.

**Company Identity:** Emerson Automation Solutions/Rosemount Tank Radar AB

**Address:** 6021 Innovation Blvd, Shakopee, MN 55379

**Contact Information:** **Emerson Global Customer Care (24/7 Support)**

Phone: +1 888 889 9170, E-mail: [ContactUs@Emerson.com](mailto:ContactUs@Emerson.com)

**Rosemount North American Response Center (24/7 Support – includes Canada)**

Phone: +1 800 654 7768

**Description:** Guided Wave Radar Level Transmitters

**FM Approvals Certificates:** FM16US0444X

**FM Approval Status:** FM Approved for Hazardous Locations.

**Hazard Involved:** Emerson has identified a potential safety issue affecting Rosemount 5300 level transmitters shipped between April 27, 2020 and February 5, 2021. The Rosemount 5300 level transmitter is designed to have the Built-in Barrier Board that must be grounded into the casing to comply with the Hazardous Location Certificate, Explosion-proof/Flameproof. The grounding of the Barrier Board is secured with a screw. The affected model 5300 level transmitter may have been assembled without the screw which could result in an improperly grounded Barrier Board. Refer to listed of affected serial numbers below.

If you suspect you are in possession of affected product bearing the FM Approvals certification marking, please process in accordance with the attached notification. For additional assistance, please contact:

**Antonio L. Pires**

**FM Approvals, Quality Department**

**Norwood, MA, USA**

**+1 (1)781 255 4825**

**Email: [Antonio.pires@fmapprovals.com](mailto:Antonio.pires@fmapprovals.com)**



Emerson Automation Solutions  
6021 Innovation Blvd  
Shakopee, MN 55379  
USA

March 8, 2021

Attention: Plant/Production Safety Officer

## **IMPORTANT PRODUCT SAFETY NOTIFICATION**

Reference Number 202102121

This letter is to notify affected customers of a potential safety concern involving:

### **Rosemount 5300 Level Transmitter shipped from April 27, 2020 to February 5, 2021**

Our records indicate you may have received the product affected by this notification as identified in Appendix "A". **Please forward to all appropriate individuals immediately. Failure to take action could result in a loss of process control, property damage, serious personal injury or death.** If you resold or transferred any of the affected products in question, please immediately forward this important Product Safety Notification to the eventual user so they can take appropriate action.

### **>> PLEASE READ CAREFULLY <<**

#### **Overview**

Emerson has identified a potential safety issue affecting Rosemount 5300 Level Transmitter shipped from April 27<sup>th</sup>, 2020 to February 5<sup>th</sup>, 2021. The Rosemount 5300 Level transmitter is designed to have the Built-in Barrier Board that must be grounded into the casing to comply with Hazardous Location Certificate, Explosion-proof/Flameproof. The grounding of the Barrier Board is secured with a screw. The affected model 5300 Radar Level Transmitter may have been assembled without the screw which could result in an improperly grounded Barrier Board. Formal corrective actions have been taken to prevent this issue from re-occurring.

#### **Potential Effect**

The products affected by this notification that are missing a screw do not comply with the Hazardous Location Certificate which states that affected Explosion-proof/Flameproof devices provide intrinsically safe outputs to the integral sensing probe. The potential effect of this potential issue is that the Explosion-proof/Flameproof integrity may be compromised due to the Barrier Board not being secured by a screw. This means that the certified Explosion-proof/Flameproof function may not be there to protect against certain electrical failures. This can potentially adversely affect the process application and cause property damage or personal injury.

***IMPORTANT: Rosemount 5300 level Transmitter is used in many unique applications; each user must determine the effect of this issue with respect to their application and act accordingly.***

### How to Determine if You Are Affected

Rosemount 5300 Level transmitters that are potentially affected by this issue are listed in Appendix A. All transmitters are marked with a unique serial number that is also listed in Appendix A. This serial numbers can be found on the product label as shown in Figure 1 below.



Figure 1: Location of serial number on product label

### Final Action

If the transmitter has not been installed, it can be repaired or replaced (covered by Emerson's standard warranty) by contacting your local Emerson service center. If the transmitter has been installed, please contact your local Emerson sales representative or local Emerson service center to arrange for the best option to resolve this issue. This may include repair on-site by an Emerson representative, repair at an Emerson service center or replacement covered by Emerson's standard warranty.

### Contact Information

Please contact your local Emerson Automation Solutions sales representative with any questions regarding this notification or technical support. For additional assistance, please contact us by any of the methods below:

1. **Emerson Global Customer Care (24/7 Support)**  
Phone: +1 888 889 9170  
E-mail: [ContactUs@Emerson.com](mailto:ContactUs@Emerson.com)
2. **Rosemount North American Response Center (24/7 Support – includes Canada)**  
Phone: +1 800 654 7768

We apologize for any inconvenience this situation may cause you or your organization. Notifying you of a potential product nonconformance is part of our ongoing commitment to delivering instrumentation solutions of the highest quality and reliability and is a required part of our quality system. Thank you for your attention to this important matter and for allowing us to serve you now and in the future.

If you have any questions, or require additional information, please do not hesitate to contact Emerson Automation Solutions by any of the methods listed above.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Thomas Ortenberg', with a stylized flourish at the end.

Thomas Ortenberg  
Vice President & General Manager, Rosemount Level  
Emerson Automation Solutions

Enclosures:  
Appendix A – Affected Units

**Affected Serial Numbers**

20CHRD7037476	20CHRD7038517	20CHRD7039288	20SHRD8001440
20CHRD7037477	20CHRD7038518	20CHRD7039289	20SHRD8001443
20CHRD7037478	20CHRD7038559	20CHRD7039291	20SHRD8001476
20SHRD8000718	20CHRD7038560	20CHRD7039292	20SHRD8001477
20SHRD8000719	20CHRD7038664	20CHRD7039334	20SHRD8001478
20CHRD7038133	20CHRD7038665	20CHRD7039336	20SHRD8001491
20CHRD7038134	20CHRD7038666	20CHRD7039338	20SHRD8001494
20CHRD7037746	20CHRD7038778	20CHRD7039378	20SHRD8001499
20CHRD7037749	20CHRD7038890	20CHRD7039391	20SHRD8001500
20CHRD7037750	20CHRD7038940	20CHRD7039499	20SHRD8001536
20CHRD7037754	20CHRD7038948	20CHRD7039500	20SHRD8001542
20CHRD7037756	20CHRD7039054	20CHRD7039443	20SHRD8001543
20CHRD7037757	20CHRD7039023	20CHRD7039444	20SHRD8001544
20CHRD7037758	20CHRD7039327	20CHRD7039446	20SHRD8001570
20CHRD7037759	20CHRD7039061	20CHRD7039474	20SHRD8001571
20CHRD7037832	20CHRD7039067	20CHRD7039530	20SHRD8001572
20CHRD7037835	20CHRD7039148	20CHRD7039539	20SHRD8001574
20CHRD7037934	20CHRD7039150	20CHRD7039567	20SHRD8001645
20CHRD7037897	20CHRD7039156	20CHRD7039568	20SHRD8001663
20CHRD7037937	20CHRD7039157	20CHRD7039569	20SHRD8001664
20CHRD7038027	20CHRD7039161	20CHRD7039570	21SHRD8001756
20CHRD7038029	20CHRD7039174	20CHRD7039571	21SHRD8001809
20CHRD7038030	20CHRD7039175	20CHRD7039581	21SHRD8001812
20CHRD7038031	20CHRD7039176	20CHRD7039603	21SHRD8002092
20CHRD7038032	20CHRD7039185	20CHRD7039604	21SHRD8002110
20CHRD7038033	20CHRD7039188	20CHRD7039605	21SHRD8002115
20CHRD7038034	20CHRD7039189	20CHRD7039606	21SHRD8002143
20CHRD7038035	20CHRD7039195	20CHRD7039760	21SHRD8002154
20CHRD7038036	20CHRD7039207	20CHRD7039995	21SHRD8002153
20CHRD7038269	20CHRD7039208	20CHRD7039998	21SHRD8002302
20CHRD7038270	20CHRD7039216	20CHRD7039999	
20CHRD7038271	20CHRD7039224	20CHRD7040002	
20CHRD7038272	20CHRD7039214	20CHRD7040055	
20CHRD7038273	20CHRD7039219	20CHRD7040056	
20CHRD7038237	20CHRD7039221	20CHRD7040057	
20CHRD7038479	20CHRD7039256	20CHRD7040058	
20CHRD7038480	20CHRD7039252	20CHRD7040072	
20CHRD7038483	20CHRD7039253	20CHRD7040327	
20CHRD7038475	20CHRD7039247	20SHRD8001182	
20CHRD7038487	20CHRD7039285	20SHRD8001184	
20CHRD7038493	20CHRD7039286	20SHRD8001185	
20CHRD7038495	20CHRD7039287	20SHRD8001186	