



Member of the FM Global Group

Product Alert

July 30, 2012

Type of Notification: Product Safety Notification

FM Approvals has been notified by Emerson Process Management of a potential safety concern involving FM Approved Rosemount 3300 Radar Level Transmitters.

Company Identity:	Emerson Process Management
Name:	Emerson Process Management, Rosemount Tank Radar AB
Address:	Gamlestadsvägen 18 B, PO Box 13045
	SE-402 51 GÖTEBORG, Sweden

Contact Information:	Product information is available on the internet at: http://www2.emersonprocess.com . Customer Service Phone Numbers: Emerson Process Management, Rosemount Response Center at (800)-654-7768 or (952) 828-3958.
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Product Identity:	Rosemount 3300 Radar Level Transmitter
Description:	Emerson Process Management, Rosemount Tank Radar has become aware of a potential problem involving certain MODEL 3300 RADAR LEVEL TRANSMITTERS. The affected model 3300 Radar Level Transmitters have been assembled without a zener barrier card but were ordered with a Hazardous Location Certificate which requires this card. Affected devices do not comply with the Hazardous Location Certificate e.g. it cannot be guaranteed that affected explosion-proof devices provide intrinsically safe outputs to the integral sensing probe. This means that the intended safety function is not there to protect against certain electrical failures. This can adversely affect the process application and cause property damage or personal injury.
Make/Model:	Rosemount 3300 Radar Level Transmitter
Nameplate Data	Guided Wave Radar Level and Interface Transmitter
FM Approval Status:	FM Approved

Hazard Involved:

Rosemount Tank radar has issued the attached Product Safety Notification regarding FM Approved 3300 Radar Level Transmitter. The attached notice was sent to all customers who have units covered under this product safety notification.

Emerson Process Management has estimated around 1345 units were shipped, but that fewer than 8 (0.5%) would be actually affected

If you have questions or concerns regarding this Product Alert, contact:

Thomas G. McCarty
FM Approvals, Quality Department
Norwood, MA, USA
+1 (1)781 255 4802
Email: Thomas.mccarty@fmapprovals.com

SAMPLE



Rosemount, Process Level

PRODUCT SAFETY NOTIFICATION

December 11, 2011

PLANT/PRODUCT SAFETY OFFICER

xxx

IMPORTANT PRODUCT SAFETY NOTIFICATION

THIS LETTER IS TO NOTIFY AFFECTED CUSTOMERS OF A POTENTIAL SAFETY CONCERN INVOLVING CERTAIN:

Model ROSEMOUNT 3300 RADAR LEVEL TRANSMITTERS

Our records indicate that you have received from Emerson Process Management, Rosemount Tank Radar the transmitters identified in the attached Appendix "A" which are affected. PLEASE FORWARD THIS INFORMATION TO ALL APPROPRIATE INDIVIDUALS WITHIN YOUR ORGANIZATION IMMEDIATELY.

>>PLEASE READ CAREFULLY<<

Emerson Process Management, Rosemount Tank Radar has become aware of a potential problem involving certain MODEL 3300 RADAR LEVEL TRANSMITTERS shipped to you. **The affected model 3300 Radar Level Transmitter, has been assembled without a zener barrier card, but you have ordered a transmitter with a Hazardous Location Certificate which requires this card.** Affected devices do not comply with the **Hazardous Location Certificate** e.g. it cannot be guaranteed that affected explosion-proof devices provide intrinsically safe outputs to the integral sensing probe. **This means that the intended safety function is not there to protect against certain electrical failures. This can adversely affect your process application and cause property damage or personal injury.**

SAMPLE



Rosemount, Process Level

PRODUCT SAFETY NOTIFICATION

IT IS VERY IMPORTANT THAT ALL AFFECTED 3300 LEVEL TRANSMITTERS ARE IDENTIFIED AND REPLACED AS SOON AS POSSIBLE. AFFECTED UNITS CAN ONLY BE IDENTIFIED BY TRANSMITTER SERIAL NUMBER. Please refer to model 3300 radar level transmitter serial number identification and return instructions attached in appendix "B." Even though you may not be experiencing a problem now, there is no way to ensure that an affected Model 3300 Level Transmitter will not experience a problem in the future.

If you resold or transferred any of the affected products in question, **please forward this important Product Safety Notification** to the eventual user immediately so they can take appropriate action and reply with the address so that we can get in contact with the current customer.

If anyone in your organization (or any eventual user) has any questions regarding the situation, please telephone **Emerson Process Management, Rosemount Response Center at (800)-654-7768 or (952) 828-3958.**

We apologize for any inconvenience this may cause you or your organization. We at Rosemount are committed to supplying our customers the best measurement products in the industry. Thank you for allowing Rosemount to serve you now and in the future.

Sincerely,

A handwritten signature in blue ink that reads "Sven Säterberg". The signature is written in a cursive, flowing style.

Sven Säterberg
Manager Technology and Product Management, Rosemount Level
Rosemount Tank Radar AB

SAMPLE



Rosemount, Process Level

PRODUCT SAFETY NOTIFICATION

Appendix A

Emerson Process Management
Any Hub, WW
Singapore, Wessling, Chanhassen, BMMC
Any Country

PO# 12707

Model #	Serial #	Tag#	Sales Order#	Ship Date

PO# 12907

Model #	Serial #	Tag#	Sales Order#	Ship Date

SAMPLE



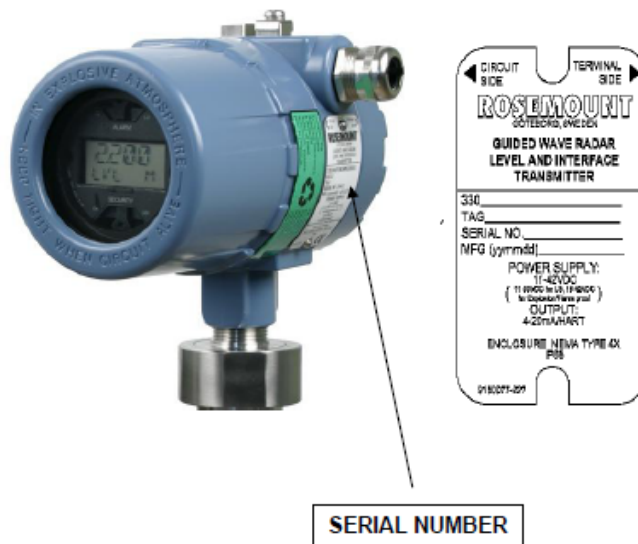
Rosemount, Process Level

PRODUCT SAFETY NOTIFICATION

Appendix B

MODEL 3300 LEVEL TRANSMITTER SERIAL NUMBER IDENTIFICATION AND REPLACE INSTRUCTIONS

- A. Locate the Rosemount 3300 Level Transmitters as identified in Appendix "A." Verify the transmitter serial number matches unit listed in Appendix "A". The serial number is printed on the tag available on the transmitter. See picture for location.



- B. To receive replacement Model 3300 Level Transmitters, call **Emerson Process Management, Rosemount Response Center at (800) 654-7768 or (612) 828-3958**. Inform the operator that you have an affected Model 3300 Level transmitter that needs to be replaced under this notification. The operator will give you instructions on how to proceed.
- C. IT IS VERY IMPORTANT THAT ALL REPLACED 3300 LEVEL TRANSMITTERS ARE PROPERLY SCRAPPED IN ORDER TO PREVENT FUTURE USE. PIs confirm that this is done by removing the tag available on the transmitter and send by mail to **Address: to WA or Country contact**