



## Technical Notification

**TITLE:** SPRx Inverter Recall– Update 1

**APPLICATION:** SPRx Inverter Product Line

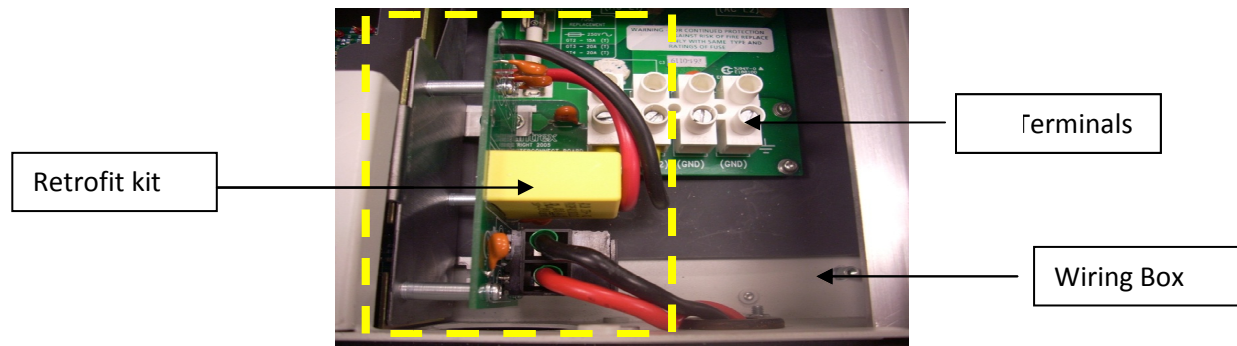
### **BACKGROUND/SUMMARY:**

As communicated on Technical Notification T11001 dated on January 19<sup>th</sup>, SunPower has been notified by Schneider Electric of a product recall that affects the SunPower SPRx inverter line due to a failure of an internal capacitor located in the wiring box.

In order to maintain the highest level of support, SunPower is providing its Dealer Partners an update of the recall status.

### **UPDATED PLAN OF ACTION:**

1. Dealers should communicate to their customers to turn their systems off by:
  - a) Moving the main solar AC circuit breaker to the "OFF" position
  - b) Moving any external AC and DC disconnects to the "OFF" position
  - c) Moving the inverter switch to the "OFF" position
2. Schneider Electric Engineering is preparing a field retrofit kit that will allow customers to have qualified personnel (dealers/installers) replace the suspect capacitors in their inverters with a new set of capacitors.
3. The kit consists of a daughterboard PCB with new caps, terminals, lead wires and bracketry to install into existing units.
4. Retrofit has to be done by qualified personnel. Estimated on-site time is 1 hour
5. There are two type of kits available:
  - a) Kits with 2 capacitors for UL01 type inverters
  - b) Kits with 1 capacitor for UL05 type inverters



6. SunPower will issue a \$100 gift card to homeowners for the inconvenience this recall is causing them. Please instruct your customers to visit this web page to submit their information:

[www.sunpowercorp.com/invertergiftcard](http://www.sunpowercorp.com/invertergiftcard)

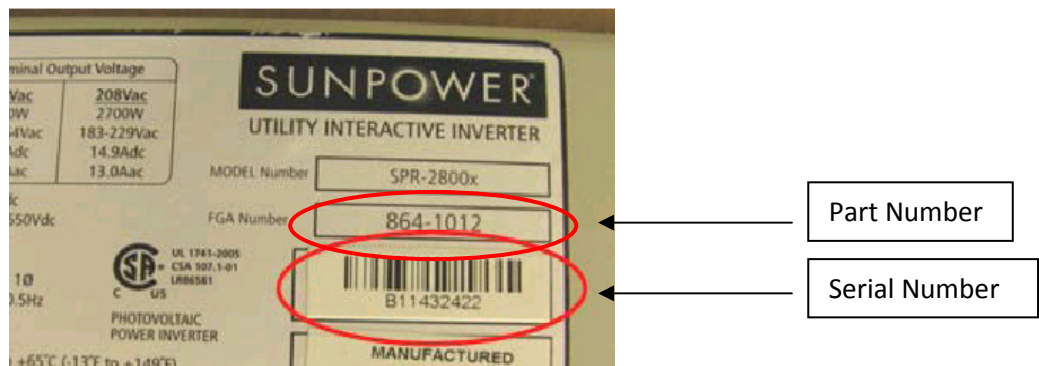
They will be asked to provide their names, addresses, inverter serial number and installer name. We will use the serial number information to ensure you receive the proper kit for the repair.

7. SunPower will notify Dealer Partners once estimated ship date is available for the retrofit kits.
8. Schneider Electric will reimburse dealers with \$300 per inverter repair in a single unit installation and \$150 per inverter for each additional inverter on site. SunPower will administer this process to facilitate prompt re-imburements.
9. SunPower Dealers should check their inventory to insure that they do not have any of the affected inverters in their stock.
10. SunPower Dealer Partners should post a recall poster or the CPSC press release in their store or on their website so consumers can learn about the recall.
11. SunPower Dealer Partners should send direct notification letters to their end use customers advising them of the recall.
12. Parts numbers of the inverters affected by this product recall can be found in the part number table below.
13. If the SunPower Dealer Partner is unsure if a specific inverter is affected, contact SunPower Technical Support at 800-SUNPOWER with the unit serial number.

**Product Part Numbers:**

864-0002	864-0117	864-0128	864-0139	864-1006	864-1011	864-1019
864-0107	864-0118	864-0130	864-0140	864-1006-02	864-1012	864-1021
864-0108	864-0119	864-0131	864-1001	864-1007	864-1013	864-1022
864-0111	864-0124	864-0132	864-1001-02	864-1008	864-1014	864-1032
864-0112	864-0125	864-0133	864-1002	864-1009	864-1015	864-1032-02
864-0114	864-0126	864-0135	864-1004	864-1009-02	864-1016	
864-0116	864-0127	864-0136	864-1005	864-1010	864-1018	
X-864-0002	X-864-0117	X-864-0128	X-864-0139	X-864-1007	X-864-1014	X-864-1032
X-864-0107	X-864-0118	X-864-0130	X-864-0140	X-864-1008	X-864-1015	
X-864-0108	X-864-0119	X-864-0131	X-864-1001	X-864-1009	X-864-1016	
X-864-0111	X-864-0124	X-864-0132	X-864-1002	X-864-1010	X-864-1018	
X-864-0112	X-864-0125	X-864-0133	X-864-1004	X-864-1011	X-864-1019	
X-864-0114	X-864-0126	X-864-0135	X-864-1005	X-864-1012	X-864-1021	
X-864-0116	X-864-0127	X-864-0136	X-864-1006	X-864-1013	X-864-1022	

The product part number and serial number can be located on the inverter product label as shown below.



For detailed information about the original recall see attached product recall notice and poster.

**REGIONAL CONTACTS:**

\*\*\*\*\*

**USA Toll Free number:** SunPower Technical Support, **1-800-SUNPOWER (786-76937)**

- **For inquiries by e-mail, please use:** [Technicalsupport@Sunpowercorp.com](mailto:Technicalsupport@Sunpowercorp.com)

**DATE:** January 18, 2011  
**TO:** Distributors and Owners of Xantrex  
GT Series Grid Tie Inverter

**SUBJECT:** GT Series Grid Tie Inverter



## PRODUCT RECALL NOTICE

### Deliver to Responsible Person in your Organization

Xantrex Technology has discovered a potential safety issue related to a component installed on the AC interconnect circuit board of the inverter referenced above. The component can degrade, causing out gassing within the wiring compartment of the inverter. Should arcing occur, in the presence of the out gasses it could force the compartment cover to be blown off. If the cover is blown off with sufficient force it can injure the user or person, or cause damage to property in close proximity to the inverter. Schneider Electric has received five reports of wiring compartment covers being blown off. No injuries or property damage have been reported.

### Recommended Action: For units in service

1. Using the attached product identification sheet, inspect your unit to identify if it is affected by this Notice.
2. Dealers/installers: Please forward a copy of this Notice to customers who have purchased the affected product. Please call our toll free customer service line at 1-800-714-7176 to arrange for a repair kit(s) to be shipped to you for installation in your customer's equipment. Xantrex has a compensation program and claims process to offset costs associated with the field repair kit.

**End Users:** Please contact the dealer/installer who installed your inverter to make arrangements for a field repair kit to be installed. In the alternative, you may contact Xantrex at 1-800-714-7176 and we will arrange for a dealer to install the repair kit. There is no cost to you.

### Recommended Action: For units in inventory or uninstalled units

1. Using the attached product identification sheet, inspect your inventory to locate affected units.
2. For affected units please call our toll free customer service line at 1-800-714-7176 and arrange the return of the unit(s). The unit will be repaired and returned to you.

Product Recall Notice / GT Series Grid Tie Inverter

#### **Xantrex Technology Inc.**

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Registered Office :  
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Livermore, CA 94551

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**Dealers/Installers: Please prominently display a copy of this Notice and Poster in your walk up counter area, website, or other area with customer visibility.**

This Product Recall Notice applies only to the GT Series Grid Tie Inverters manufactured between September 2005 and August 2010. Products not listed in the attached Product Identification table (Appendix 1) are not affected by this notice and can remain in service.

Questions regarding this Product Recall Notice should be directed to our toll free customer service line at **1-800-714-7176.**

We regret any inconvenience this may cause you,

Regards,

Xantrex Technology, Inc.

# Appendix 1

## Product Identification

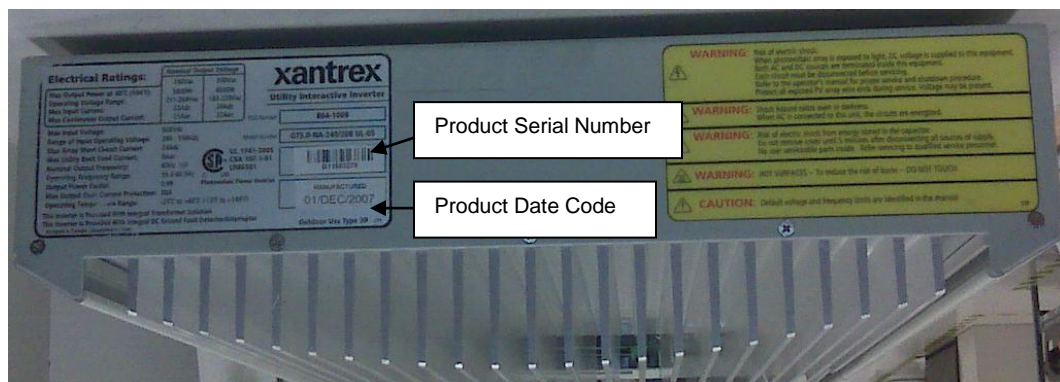
Product Part Numbers:

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864-0107	864-0118	864-0130	864-0140	864-1006-02	864-1012	864-1021
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X-864-0116	X-864-0127	X-864-0136	X-864-1006	X-864-1013	X-864-1022	

Product Image



Serial Number and Date Code locations on top of unit



# RECALL NOTICE

## XANTREX GT SERIES GRID TIE SOLAR INVERTERS



This recall is being conducted in cooperation with the U.S. Consumer Product Safety Commission.

**Hazard:** A component of the inverter can degrade, causing out gassing within the wiring compartment of the inverter. Should arcing occur, gasses could build and force the compartment cover to be blown off. If the cover is blown off with sufficient force it can injure the user or person, or cause damage to property in close proximity to the inverter.

**Manufacturer:** Xantrex Technology Inc. (a subsidiary of Schneider Electric), of Livermore, Calif.

**Product Description:** The recalled inverter converts solar photovoltaic voltages into utility grid voltages; allowing the owner to feed power into the electrical grid. The recalled units were manufactured between September 2005 and August 2010. These products were sold under the Xantrex, Sunpower, and General Electric brands. The brand name is printed on the front of the unit.

**Part Numbers affected:**

864-0002	864-0117	864-0128	864-0139	864-1006	864-1011	864-1019
864-0107	864-0118	864-0130	864-0140	864-1006-02	864-1012	864-1021
864-0108	864-0119	864-0131	864-1001	864-1007	864-1013	864-1022
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X-864-0116	X-864-0127	X-864-0136	X-864-1006	X-864-1013	X-864-1022	

**Remedy:** Consumers should immediately contact their authorized dealer to set up an appointment to get a free repair of the inverter.

**Contact:** To obtain more information, consult your dealer or call Xantrex toll-free at 1-800-714-7176 M-F 8:30am – 5:00pm