

## **Field Advisory Notification – Replacement of Some Mitsubishi Electric Corporation (“MELCO”) FR-D700 and FR-F700PJ Inverters Currently in Use**

March 5, 2021

Dear Customer,

We write to provide additional information regarding Mitsubishi Electric Corporation’s (“MELCO”) Inverter FR-D700, FR-F700PJ Series Storage Element IC (EEPROM) Product Quality Issue – STOP SALE NOTICE dated January 21, 2021 (the “Notice”). As described in more detail in the Notice (attached to this letter), MELCO determined that a series of general-purpose inverters manufactured by MELCO between June 1 and December 28, 2020 have a potential quality issue in non-volatile memory IC (hereinafter referred to as EEPROM) that stores various parameter setting values, etc. MELCO found during quality testing that the parameter set value may change due to aging, caused by this EEPROM issue, and the inverter may not operate at the customer originally set value. More details on this issue can be found in the Notice attached to this letter. At this time, we have no reason to believe that this issue will occur before at least one year of usage, and even after one year of use there is a less than 2% chance of occurrence until two years of usage.

However, out of an abundance of caution, Mitsubishi Electric Automation, Inc. (“MEAU”) has stopped the sale of all affected inverters and is now moving forward with a mandatory plan to replace all affected inverters that are currently in use by our customers or that have been installed in their products. If you believe this quality issue raises specific safety concerns because of your specific installation or usage, please email [service@meau.com](mailto:service@meau.com) or call 847.478.2500; Extension 2 immediately to discuss these issues and priority replacement.

To determine if the inverters that you purchased are affected by this quality issue, please refer to page 2 of the attached Notice. If you have determined that you have inverters that you purchased that are currently in use and are affected by this advisory, please follow the following steps:

Step 1: Request a replacement inverter from Mitsubishi Electric Automation via the FR-D700 Currently-in-Use Replace and Return request on our online Return Center website available at <https://us.mitsubishielectric.com/fa/en/support/repair/return-center>. Please be prepared to provide the following information:

1. Product model(s), quantity of affected units, and Serial numbers.
2. Complete address of location for shipment of replacement units.
3. Photographs of affected units in the location in the application (if you would like MEAU to do the actual replacement).

Step 2: When making your request, you can select:

1. Self-install replacement (and receive a \$100 check upon return of the affected unit) or
2. Schedule a free on-site service replacement (if this option is selected, you will need to attach a photo of the affected unit showing its location and accessibility).<sup>1</sup>

Step 3: Upon arrival of the replacement unit:

- Self-install and return the affected unit in the box with the shipping label provided with RPA documents.

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<sup>1</sup> On-Site service replacement is only available for customers in North America. Products sold to customers in Central and South America are only eligible for the self-install credit offered in Option 1.

- For on-site service replacement, set aside the unit until your scheduled service appointment.

Step 4: For on-site service:

- We will contact you within 10 calendar days of replacement unit shipment to discuss our service window and will contact you within 30 calendar days to schedule the service call.
- After installation of the replacement unit, return the affected unit in the box with the provided shipping label.

If you have sold the affected inverters to customer(s) either directly or integrated into another product, please provide them with a copy of this notice or provide us with a list of customers (including company name, complete address and contact information) that have purchased these products from you and Mitsubishi Electric will notify them directly.

**Please submit returns and replacements before June 30, 2021.**

We apologize for any inconvenience this may cause you.

Sincerely,

Michael Styrna  
VP of Operations Excellence  
Mitsubishi Electric Automation, Inc.