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February 11, 2019



Product Safety Alert

## **The Electrical Safety Authority Warns of Potentially Unsafe Utility Interactive Inverter Manufactured by Advanced Energy Due to Missing Product Safety Upgrade**

The Electrical Safety Authority (ESA) is notifying users about an unsafe Utility Interactive Inverter where the front cover may be expelled from the enclosure causing potential mechanical and shock hazards, if the product has not been updated with AE part number 3181070-00A; 3TL Cover Retention Upgrade.

Product: Permanently-connected, utility interactive, three-phase inverter/combiner box models:

AE 868R012; AE 868R016; AE 868R020; AE 868R024; AE 869R012; AE 869R016; AE069R020; AE 069R024; AE\_3TL-12\_6; AE\_3TL-16\_6; AE\_3TL-20\_6; AE\_3TL-23\_6; AE\_3TL-12\_10; AE\_3TL-16\_10; AE\_3TL-20\_10; AE\_3TL-23\_10.

Product Identification: On Product: cETLus certification mark with control number 4009258, identifying model as 869R0X0 AE\_3TL-X0\_6 or 868R0X0 AE\_3TL-X0\_10.

Manufacturer: AE (Advanced Energy Renewables, AE Solar Energy, AEI Canada).

Direction: Email AE inverter support at; [InvSupport@aei.com](mailto:InvSupport@aei.com) or call 1-877-312-3832 OPT-2 OPT-1. Inquire if unsure that AE part number 3181070-00A.; 3TL Cover Retention Upgrade has been installed.