



Product Alert for Rosemount Inc pH Sensors 2024

June 17th,

Type of Notification: Performance/Safety Related Concern

FM Approvals has been made aware by Rosemount Analytical / Emerson of a manufacturing defect in Rosemount 396 and 398 Series pH sensors that led to sensors being shipped with uncured encapsulating epoxy between August 22nd and August 25th, 2023. The sensors are FM Approved for use in Hazardous (Classified) Locations (potentially explosive atmospheres).

Company Identity: Rosemount Inc
Address: 8200 Market Blvd
Chanhassen, MN 55317
United States

Contact Information: Emerson Global Customer Care (24/7 Support)
Phone: +1 (888) 889-9170
Email: ContactUs@emerson.com

Description: pH Sensors
Make/Model: 396, 396P, 396PVP, 396R, 396RVP, 398, 398VP, 398R & 398RVP
FM Approval Status: FM Approved in United States for use in Hazardous Locations.
United States: FM17US0198X

Hazard Involved: The products in question are pH Sensors that are Approved for use in Hazardous Locations. The sensors along with their associated electronics are intended to be encapsulated using epoxy material. In the event that the epoxy material is uncured, this may result in process leaks, including the potential for the internal assembly to become disconnected from the process body. This could lead to a loss of primary pressure containment causing the escape of process fluid from the sensor body. It is also possible that the epoxy may no longer adequately protect the electronics assembly resulting in a potential hazard in an explosive gas or dust environment.

If you suspect you are in possession of the 396 and 398 Series bearing the FM Approvals certification marking, please follow the process indicated in the attached Emerson/Rosemount Inc Product Safety Notification.

Antonio L. Pires
FM Approvals, Quality Department
Norwood, MA, USA
+1 (1)781 255 4825

Email: antonio.pires@fmapprovals.com



Rosemount Inc.
6021 Innovation Blvd
Shakopee, MN 55379
USA

June 4, 2024

Attention: Plant/Production Safety Officer

IMPORTANT PRODUCT SAFETY NOTIFICATION

Reference Number [Enter document number assigned by Global Quality]

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

**Rosemount 396, 396P, 396PVP, 396R, 396RVP, 398, 398VP, 398R, and 398RVP pH Sensors
shipped from
August 22, 2023 to August 25, 2023**

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 product safety concern with Rosemount 396, 396P, 396PVP, 396R, 396RVP, 398, 398VP, 398R, and 398RVP pH sensors shipped from August 22nd, 2023 to August 25th, 2023 with uncured epoxy. The epoxy provides pressure retention features when sensors are installed in a process stream. Uncured epoxy may result in process leaks, including the potential for the internal assembly to become disconnected from the sensor body. Corrective actions have been taken in the manufacturing process to ensure the correct potting consistency to mitigate future occurrence of this potential issue.

Potential Effect

In the event that the internal assembly becomes disconnected, a loss of primary pressure containment causing the escape of process fluid from the sensor body may occur.

The affected pH sensors are designed and approved for Hazardous Locations. Hazardous Location approval for sensors with an integral preamplifier requires fully cured potting to protect the electronics assembly. The affected pH sensors may not contain fully cured potting which can cause product failure. If the internal assembly becomes disconnected, it is possible the epoxy may no longer adequately protect the electronics assembly resulting in a potential hazard in a gas or dust environment. To determine if your sensor has a preamplifier, look up the model string description in the sensor Product Data Sheet.

IMPORTANT: Rosemount 396, 396P, 396PVP, 396R, 396RVP, 398, 398VP, 398R, and 398RVP pH Sensors are 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

Refer to Appendix A for a list of potentially affected serial numbers. Sensors are individually marked with a unique serial number, which can be found on the identification label as shown in Figures 1.0 and 1.1.



Figure 1.0



Figure 1.1

Final Action

The pH sensors listed in Appendix A should be replaced.

Contact Information

Please contact your local Emerson 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

2. North American Customer Care Life Cycle Services (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 by any of the methods listed above.

Sincerely,



Dan Douglass

Vice President & General Manager, Rosemount Analytical and Detection Products
Emerson

Enclosures:

Appendix A - Affected Units