



Uniquip Electrical Wholesale
ABN 891 300 57340

27A Colin Jamieson Drive
Welshpool WA 6106 Australia

Telephone: (08) 9451 4782
Facsimile: (08) 9451 7057

**GEN3/SPM DC Rotary Isolator, SPMDCISO25, SPMDCISO32, GEN3DC-25 and
GEN3DC-32 – Recalled Products**

Dear Home Owner/Resident,

Following extensive testing and assessment by an independent expert, certain installation conditions have been identified where it is possible that the above-mentioned switch/s may fail. As a result of this and discussions with ESO Queensland and Energy Safety WA, Uniquip has decided to undertake a staged replacement program of all **GEN3/SPM DC Rotary Isolators** currently in the field, supplied by Uniquip Electrical Wholesale.

Please see this site for verification of the recalled product:

<http://www.recalls.gov.au/content/index.phtml/itemId/1060436>

In order for us to trace & identify every switch and carry out this replacement program, we require you to advise us urgently of the following information. Data collected will be held confidentially and only be used for the purpose of this replacement program:

- *Name:
- *Street Address:
- *Town/Suburb:
- *State:
- *Postcode:
- *Contact Number:
- *Email Address:
- *Company that supplied and/or installed PV system:
- *Number of systems installed:
- *Safety Certificate Number:

This can be done by calling us on (08) 9451 4782 or emailing this information to admin@uniquip.net.au.

If you are unsure as to whether you require an exchange, please inspect your installation closely and look for the associated product (picture on next page). The switch will be mounted in a close proximity to your inverter. If you do not have a product that matches the aforementioned part numbers and associated matching picture and details provided, please kindly inform us so we can remove your details from our database.

Should you have any questions please call (08) 9451 4782. Thank you for your assistance in this matter.

Yours Sincerely,
Uniquip Electrical Wholesale

A handwritten signature in black ink, appearing to read "Chadd Heatley", is written over a light blue horizontal line.

Chadd Heatley
Managing Director

“GEN3” & “SPM” branded DC Isolator (SPMDCISO25, SPMDCISO32, GEN3DC-25 & GEN3DC-32)

Staged Replacement Program

Advice to home owners/residents

1. Identify “GEN3” or “SPM” SPMDCISO25, SPMDCISO32, GEN3DC-25 & GEN3DC-32 DC Isolators



2. Shut down the system immediately by following the shut down procedure appearing on the label located in main switchboard or mounted near inverter. (Label on left hand side of the DC rotary isolator)

If you are unsure or cannot identify types of isolators you have, check operating manual or invoice. If you are still unsure contact the company who sold or installed the system for further advice.

You do not need an electrician to shut the down the system, however you should seek assistance from a solar company if you are unsure of how to carry out the shutdown procedure safely.

Uniquip will endeavor to replace the DC Rotary Isolator in your system as soon as possible, within reason. However due to the volume of replacements needing to be done at this time, Uniquip is unable to specify and specific change over time period.

The system will only be electrically safe once it is shut down. NOTE:

This notice is ONLY APPLICABLE to the products above.

WARNING – Do **NOT** try to inspect our DC Isolator on rooftop near PV Array.

“GEN3” & “SPM” branded DC Isolator (SPMDCISO25, SPMDCISO32, GEN3DC-25 & GEN3DC-32)

Staged Replacement Program

Frequently asked questions

General Public/Home Owners

What is the defect?

Product internal Fault where a high resistant joint may form. There may be a risk that the DC rotary isolator may overheat and, in some cases, cause fire.

Which product is affected?

“GEN3” or “SPM” branded DC Rotary isolators only. Sold through electrical wholesalers or direct to solar contractors/installers between December 2012 to February 2014.

What should you do?

Shut down the system immediately by following the shut down procedure appearing on the label located in main switchboard or mounted near inverter.

Warning

Do not attempt to inspect the DC rotary isolators on rooftops yourself.

How to identify the PV system?

There is a label located in the on the left hand side of the item. Look for any of the following product numbers to identify the item (SPMDCISO25, SPMDCISO32, GEN3DC-25 & GEN3DC-32).

If you are unsure or cannot identify types of isolators you have, check operating manual or invoice. If you are still unsure contact the company who sold or installed the system for further advice or contact Uniquip directly on (08) 9451 4782.

Is there any cost for replacement?

No, Uniquip Electrical Wholesale will cover the cost of the replacement.

How to arrange replacement?

To arrange a replacement please call Uniquip Electrical Wholesale on (08) 9451 4782 or send an email to admin@uniquip.net.au.

Will there be any compensation for lost power generation?

No, compensation for lost power generation is not covered as part of the warranty policy.

How long before I can turn my system back on?

Uniquip will endeavor to replace the DC Rotary Isolator in your system as soon as possible, within reason. However due to the volume of replacements needing to be done at this time, Uniquip is unable to specify and specific change over time period.

Where can I verify the recall information relating to this product?

<http://www.recalls.gov.au/content/index.phtml/itemId/1060436>