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Your ref:

Our ref: SER/105/2018

**IMPORTANT WARNING ABOUT GRUNDFOS MG 2-POLE FRAME SIZE 100 MOTORS**

**Dear Value Customers,**

This is to inform you of a **quality and possible safety issue** related to the **Grundfos MG 2-POLE Frame Size 100 motors**. The products incorporating the affected motors, have a heightened risk of breaking down. Moreover, if the pumps or systems have not been installed with protective earth in accordance with the product instructions, they also pose a risk of giving an electric shock to equipment and persons touching the product.

**The affected motors and stators have been produced in China from week 45, 2017, to and including week 1, 2018.**

**The warning includes pumps and systems based on these motors, namely:**

- **CR-based booster systems**
- **CR-pumps**
- **MTR/CRK-pumps**
- **CM-pumps**

**The affected pumps and systems have been produced from week 45, 2017, to and including week 17, 2018.**

Please find attached instructions on how to identify affected products. Please note that you first may need to identify the Grundfos product within or as part of another product e.g. a machine.

**If you are in doubt about your installation, do not touch the pump or connected system.**

If you have one of the affected products, then immediately contact Grundfos (Thailand) or Grundfos Service Partner for an inspection, and if needed a replacement.

**Corrective actions:**

1. Grundfos will inspect and if necessary replace all affected motors. Grundfos will do this free of charge.
2. Grundfos is informing all relevant distributors, installers, customers and end-users that are registered in Grundfos' systems that affected products have a high risk of breakdown and may pose a risk of giving an electric shock to users if not installed with protective earth and therefore must be inspected and possibly replaced.

We deeply apologize for any inconvenience this may cause, but safety, responsibility and reliability is our first priority.

Best regards,

Pamonr Arno  
Service Manager

# Product Identification

## VISUAL IDENTIFICATION FOR MOTOR AND PRODUCTS

### Motor



MG MOTOR

### Products based on the motor



CR



MTR



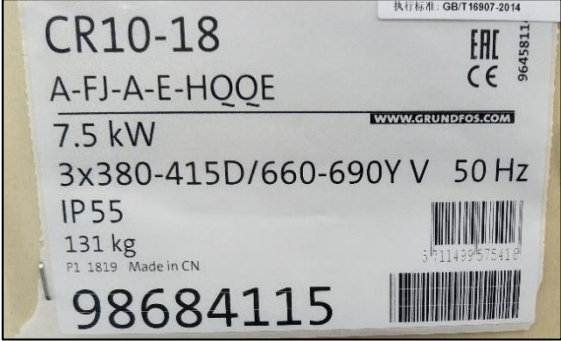
HYDRO BOOSTER



CM

# HOW TO IDENTIFY PRODUCTS IN YOUR STOCK

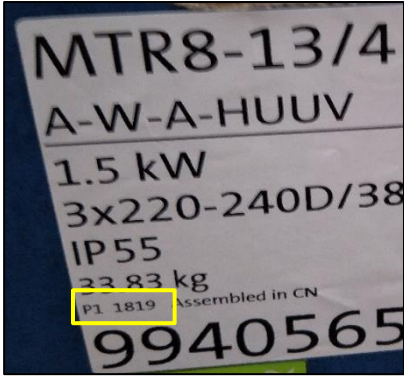
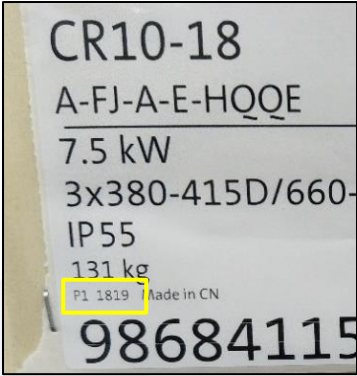
- Verify that the box of the product looks like the ones in the images. Identify pump product numbers using the attached list.



- Check the production code on the box label.

**Example production code:**

- P1 Refers to production plant
- 18 production year 2018
- 19 production week 19

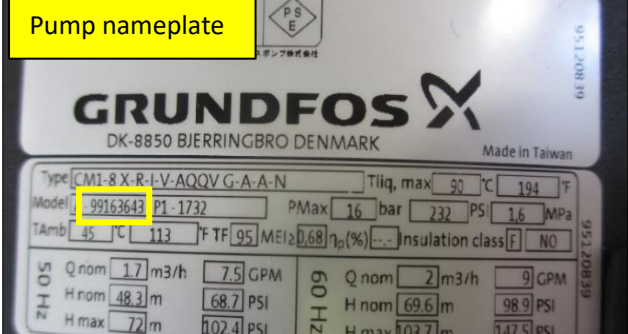
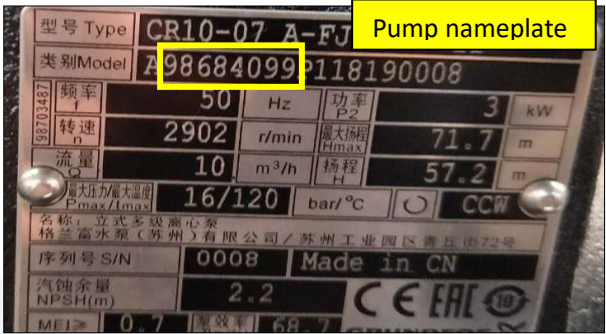
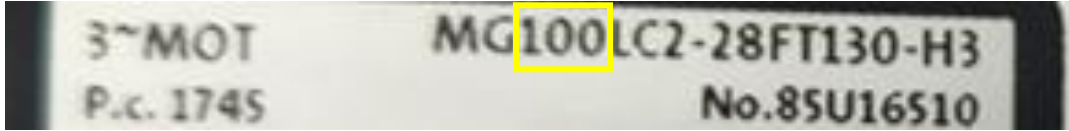


- a) If the production code shows one of the following values, it must be inspected: 1745, 1746, 1747, 1748, 1749, 1750, 1751, 1752, 1801, 1802, 1803, 1804, 1805, 1806, 1807, 1808, 1809, 1810, 1811, 1812, 1813, 1814, 1815, 1816 and 1817.
- b) If the production code shows values outside the above-mentioned interval, the product is not in scope, and the process stops here.

## HOW TO IDENTIFY PRODUCTS IN USE

- Identify the product number on the nameplate by following the instructions shown in the pictures below. Use the attached list of product numbers to verify whether your product is in scope.

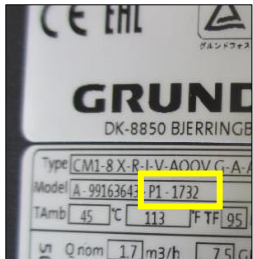
First, use the motor nameplate to check the framerate of the motor. Only frame size 100 is in scope. Illustrated below:



- Check the production code on the nameplate.

### Example production code:

- P1 Refers to production plant
- 18 production year 2018
- 19 production week 19



- If the production code shows one of the following values, it must be inspected: 1745, 1746, 1747, 1748, 1749, 1750, 1751, 1752, 1801, 1802, 1803, 1804, 1805, 1806, 1807, 1808, 1809, 1810, 1811, 1812, 1813, 1814, 1815, 1816 and 1817.
- If the production code shows values outside the above-mentioned interval, the product is not in scope, and the process stops here.