This Customer Technical Service Advice provides an immediate and urgent safety reminder with respect to the operation of medium voltage oil-filled transformers (“MVTs”) sold by TMEIC Corporation Americas (“TMEIC”).

MVTs may only be operating in strict accordance with the safety standards established by the Institute of Electrical and Electronics Engineers, including, without limitation, IEEE C57.12.39 (collectively, the “IEEE Standards”).

*** FAILURE TO OPERATE MVTs IN STRICT ACCORDANCE WITH THE IEEE STANDARDS COULD RESULT IN SERIOUS PERSONAL INJURY, INCLUDING DEATH, AND DAMAGE TO PROPERTY. ***

TMEIC has recently become aware that certain MVTs were being operated outside the IEEE Standards. Specifically, it was discovered that a customer or end user of MVTs failed to properly limit the level and duration of fault energy applied to MVTs in accordance with the IEEE Standards, which resulted in a catastrophic failure involving a release of energy and the dispersion of mineral oil and metal.

This event has emphasized the critical importance of compliance with the IEEE Standards at all times. Please note that the presence of protection fuses in the MVTs does not alleviate the need to comply with the IEEE Standards for upstream energy protection.

All customers and end users of MVTs and other TMEIC-supplied equipment must be mindful of the obligation to design and operate all installations in strict accordance with the IEEE Standards to prevent incidents like this from occurring.
If you should have any questions or concerns relating to this Customer Technical Service Advice, please do not hesitate to contact TMEIC customer support at 877-280-1835 or CustomerSupport@tmeic.com.

DISCLAIMER RELATED TO CUSTOMER TECHNICAL SERVICE ADVICE

The information provided in this Customer Service Advice is offered to you by TMEIC in consideration of its ongoing sales and service relationship with your organization. However, since the information contained herein may not be tailored to the specific features and configuration of your equipment as installed and operation of your equipment involves many factors not within our knowledge or control, and since operation of this equipment is in your control and ultimate responsibility for its continuing successful operation rests with you, TMEIC specifically disclaims any liability (whether based on contract, warranty, tort (including negligence) strict liability, or otherwise) to you or any third party for any costs, expenses or damages whatsoever, including, without limitation, special, indirect, exemplary, punitive or consequential damages, or lost profits, that may occur as a result of receiving, relying upon or applying this information.