

**Technical Service Bulletin****Date:** April 25, 2024**Route to:** New Installation / Modernization / Service Manager**Reference:** Sprecher & Schuh Softstarter Anomaly**Subject:** Sprecher & Schuh Softstarter quality-related anomaly, Open Load FLT (four flash fault), Shorted SCR FLT (six flash fault).

The open load fault (four flash fault) may be caused by a loss of continuity through the bypass contactor to the connected motor potentially causing the connected motor to either stop or to not start when expected.

The shorted SCR fault (six flash fault) may be caused by the bypass contactor remaining closed when expected to be open.

Action: Required**Equipment:** SRH and Hydro:Evolved, with Sprecher & Schuh soft starter; PCE-074, PCE-104, PCE-147.**Fix:** Contact Smartrise Support, (469) 678-8000 or support@smartrise.us to begin Sprecher & Schuh Softstarter replacement process. Attached to this Technical Service Bulletin, please find the complete Product Notice published by Sprecher & Schuh.

If you have any questions, please reach out to our Technical Support department by phone: 469-678- 8000 or by email: support@smartrise.us.



15910 International Plaza Drive
Houston, TX 77032-2439 USA

Attn: Sprecher+Schuh Authorized Distributors & Customers

REF: Product Notice / Frame 2 PCE/PCEC Hydraulic Elevator Softstarters

Please be advised that Sprecher+Schuh is processing a PN-Product Notice to inform you of a potential anomaly that may exist with Sprecher+Schuh Frame 2 PCE/PCEC Hydraulic Elevator Softstarters that could exhibit an open load fault (four flash fault) or shorted SCR fault (six flash fault). The following Product Notice details the specifics of the fault conditions and the date ranges of potentially affected product.

In part, due to the due diligence of being our Sprecher+Schuh distributor/representative, we are requesting that this notice be passed along to the companies/agents that purchased the highlighted product.



PRODUCT NOTICE

Notice of Potential Product Concern

Sprecher+Schuh issues a Product Notice when it identifies a product(s) anomaly that may cause commercial or customer satisfaction concerns.

Sprecher+Schuh Frame 2 PCE/PCEC Hydraulic Elevator Softstarters could exhibit an open load fault (four flash fault) or shorted SCR fault (six flash fault)

Reference: 2024-02-003

Version: 1.0

Date: February 2024

This Product Notice informs you of a potential anomaly that may exist with Sprecher+Schuh Frame 2 PCE/PCEC Hydraulic Elevator Softstarters that could exhibit an open load fault (four flash fault) or shorted SCR (silicon-controlled rectifier) fault (six flash fault).

The potential open load fault (four flash fault) or shorted SCR fault (six flash fault) may be caused by a bypass contactor anomaly in the softstarter.

- The open load fault (four flash fault) may be caused by a loss of continuity through the bypass contactor to the connected motor potentially causing the connected motor to either stop or to not start when expected.
- The shorted SCR fault (six flash fault) may be caused by the bypass contactor remaining closed when expected to be open.

– Product Identification –

The affected Sprecher+Schuh Frame 2 PCE/PCEC Hydraulic Elevator Softstarters were manufactured from August 1, 2022 (2022/08/01) through February 7, 2024 (2024/02/07). The catalog items affected by this notification are the following:

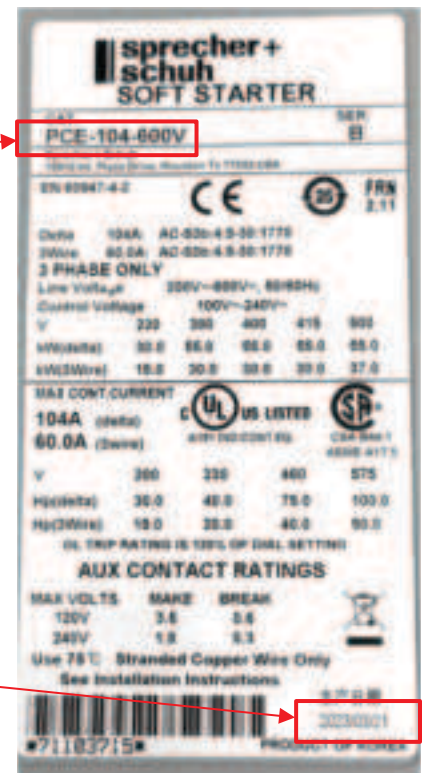
Assembly	Softstarter only
PCEC-074-600V-120V	PCE-074-600V
PCEC-104-600V-120V	PCE-104-600V
PCEC-147-600V-120V	PCE-147-600V
PCEC-074-600V-230V	
PCEC-104-600V-230V	
PCEC-147-600V-230V	

Always follow standard electrical safety procedures, per NFPA 70E Lockout/Tagout, to ensure that de-energization has been accomplished. Always wear appropriate personal protective equipment (PPE) prior to achieving an electrically safe work condition.

The sample product image and product nameplate label below match the product identification information that is subject to this notification. The product nameplate label is located on the left side of the softstarter (PCE) on the Sprecher+Schuh Frame 2 PCEC Hydraulic Elevator Softstarter assembly.



Catalog number



Manufacturing Date
(YYYY/MM/DD)

– Description –

This Product Notice informs you of a potential anomaly that may exist with Sprecher+Schuh Frame 2 PCE/PCEC Hydraulic Elevator Softstarters that could exhibit an open load fault (four flash fault) or shorted SCR (silicon-controlled rectifier) fault (six flash fault).

The potential open load fault (four flash fault) or shorted SCR fault (six flash fault) may be caused by a bypass contactor anomaly in the softstarter.

- The open load fault (four flash fault) may be caused by a loss of continuity through the bypass contactor to the connected motor potentially causing the connected motor to either stop or to not start when expected.
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– Temporary Workarounds –

None

– Correction –

Correction requires warranty replacement of product within the affected manufacturing date range and exhibiting this anomaly. Refer to the Product Identification and Description sections of this document for product identification assistance.

Contact Sprecher+Schuh Technical Support, Customer Service, or your supplier to facilitate a return merchandise authorization (RMA) to return the affected product. Make sure to reference this Product Notice PN 2024-02-003 when making your request.

– Requested Customer Action –

Sprecher+Schuh requests you take the following actions:

- Check if you have a product affected by this Product Notice. Refer to the Product Identification and Description sections of this document for product identification assistance.
- If applicable, contact your elevator controller manufacturer or your supplier for a replacement. Make sure to reference this Product Notice when requesting replacement product.
- All returns should be over packed to prevent shipping damage during transit.
- If you need additional assistance, please contact Sprecher+Schuh Technical Support.

The most current version of this Product Notice is posted on the Sprecher+Schuh website under Literature Library. Click here to access the [Literature Library](#).

If this Product Notice does not affect you because you do not have the products any longer, or if you are a Distributor, Sprecher+Schuh asks that you forward a copy of this notice, with any identifying documentation, immediately to the person or company that now has the product.

We appreciate your immediate cooperation. If you have any questions, please contact us.

Sincerely,

SPRECHER+SCHUH

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