

16th September 2013

Dear Sir/Madam

Product Safety Notice

For companies servicing and repairing Hitachi air-conditioners

Hitachi is aware of a very small number of cases in Japan where a short-circuit has occurred in an electrical component in its air-conditioning products leading to overheating and, in rare cases, a potential fire hazard. There have been no such incidents reported in Europe. Nevertheless, as a matter of caution, Hitachi Air Conditioning Europe has undertaken a risk assessment in accordance with recognised guidelines which concludes that the risk is "Low".

The risk can be reduced further by inserting an in-line fuse into the fan motor circuit of the affected units and this modification must be made on each affected unit when that unit is subject to service or repair.

We request your support in taking the following measures when you service or repair affected units.

Affected units

This action is only required for certain units of the models specified in the Appendix below manufactured between 2006 and 2012. Hitachi will confirm whether a specific unit requires action by checking its serial number in accordance with the process detailed below.

Required measures

When you service, maintain or repair an affected unit please ensure that you insert an in-line fuse into the fan motor circuit. The fuses and installation instructions will be supplied by Hitachi free of charge.

Obtaining fuses and insertion instructions

For "in-warranty" service

If a unit is under warranty and subject to a warranty claim the Hitachi warranty system will alert us if an in-line fuse needs to be installed. Hitachi will supply you with the fuse and installation instructions together with the spare parts you have ordered for the warranty repair.

For non-warranty service and repairs

Please inform our regional office (by email or telephone) of the serial number(s) of the unit(s) to be serviced/repared:

E-mail – Aircon.technical@hitachi-eu.com

Telephone – 01628 585393 option 1

The office will check the model(s) and serial number(s) against our database. If one or more units are affected we will supply you with the appropriate number of fuses and installation instructions.

The contents of this letter are also available on our website: www.hitachiaircon.com

Yours faithfully,



Kensaku Nakai

General Manager European sales dept.

Series	Model Name	Series	Model Name
SF Mini	RAS-3FSVNE	SF Mini	RAS-5FSVG
	RAS-4FSVNE	IVX (SERIES 1/2)	RAS-4HVRNM1E
	RAS-5FSVNE		RAS-3HVRNM2E
DC INV	RAS-2HVRNE	SE	RAS-4HVRNSE
	RAS-2.5HVRNE	HEATING	RHUE3AVHN
	RAS-3HVRNE		RHUE4AVHN
	RAS-4HVRNE		RHUE5AVHN
	RAS-5HVRNE		RHUE6AVHN
IVX	RAS-3HVRNME		RHUE3AVHN-HM
	RAS-4HVRNME		RHUE4AVHN-HM
	RAS-5HVRNME		RHUE5AVHN-HM
	RAS-6HVRNME		RHUE6AVHN-HM
IVX/AF	RAS-3HVRNME-AF		RHUE4AVHN1
	RAS-4HVRNME-AF		SE
	RAS-5HVRNME-AF		RAS-6HVRNSE
	RAS-6HVRNME-AF	HEATING	RHUE3AVHN1