



# Industry Notification

## Product Alert

Industry Notification IN00019 - May 2024

## NOTICE TO INDUSTRY – Counterfeit Ampcontrol Product - ELV Relay

### PURPOSE

This notification serves to alert industry stakeholders to a critical issue regarding the counterfeit products bearing the Ampcontrol trademark in the market, specifically the **ELV Earth Leakage Protection Relay (P/N: 170447)**.

### DETECTION OF COUNTERFEIT DEVICES

An ELV protection relay sent to Ampcontrol for repair was found to be a counterfeit device on inspection. The relay was not manufactured or distributed by Ampcontrol as either a separate device or as part of Ampcontrol manufactured switchgear. We understand the counterfeit relay was destined for integration into a switchboard being constructed by a competitor to Ampcontrol intended for a New South Wales operating mine.

### SAFETY IMPLICATIONS

The Ampcontrol ELV relay is typically used as primary or backup earth leakage protection on switchgear associated with earth fault limited networks typical in mining applications. The genuine relay is an integral part of the electrical protection scheme that assures personnel safety in the event of an earth fault.

The counterfeit device has numerous differences at the electronic design and component level. As a consequence, none of the type or functional tests associated with the genuine Ampcontrol ELV relay that assure its reliability and application safety are applicable to this device.

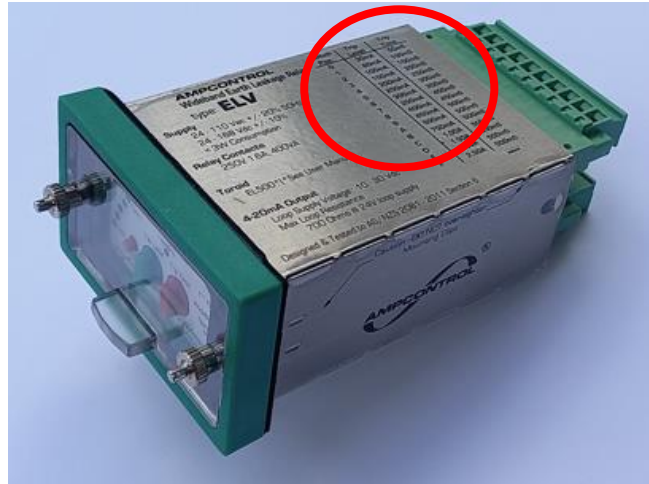
The counterfeit device illegally utilises the Ampcontrol trademark to imply it is a genuine product of Ampcontrol, and infer the quality, reliability and electrical safety of a genuine Ampcontrol protection device and must be removed from service.

### IDENTIFICATION OF COUNTERFEIT DEVICES

The counterfeit device has close visual similarity to the genuine product. The counterfeit can be identified from the genuine Ampcontrol device by the visual queues in the photos below.

### DISCLAIMER

*While every effort has been made to assure the accuracy of this document at the date of issue, Ampcontrol assumes no liability resulting from any omissions or errors in this document, and reserves the right to revise content at any time.*



GENUINE AMPCONTROL ELV RELAY			COUNTERFEIT ELV RELAY																										
<ul style="list-style-type: none"> <li>- Declaration Of Conformance</li> <li>- Correct Label</li> </ul>			<ul style="list-style-type: none"> <li>- No Documentation</li> <li>- Mistake on Label</li> </ul>																										
<table border="1"> <thead> <tr> <th>os.</th> <th>Level</th> <th></th> </tr> </thead> <tbody> <tr> <td>0</td> <td>30mA</td> <td>5</td> </tr> <tr> <td>1</td> <td>60mA</td> <td>10</td> </tr> <tr> <td>2</td> <td>100mA</td> <td>15</td> </tr> </tbody> </table>			os.	Level		0	30mA	5	1	60mA	10	2	100mA	15	<table border="1"> <thead> <tr> <th>os.</th> <th>Level</th> <th></th> </tr> </thead> <tbody> <tr> <td>0</td> <td>30mA</td> <td></td> </tr> <tr> <td>1</td> <td>60mA</td> <td>1</td> </tr> <tr> <td>2</td> <td>100mA</td> <td>1</td> </tr> </tbody> </table>			os.	Level		0	30mA		1	60mA	1	2	100mA	1
os.	Level																												
0	30mA	5																											
1	60mA	10																											
2	100mA	15																											
os.	Level																												
0	30mA																												
1	60mA	1																											
2	100mA	1																											

### RECOMMENDATIONS FOR USERS

Ampcontrol recommends all users of Ampcontrol ELV relays urgently inspect their devices to ensure they do not have the characteristics shown above.

If a device is suspected of being counterfeit, users should:

- Immediately remove the equipment from service.
- Report the equipment containing the counterfeit ELV Relay and source of supply of the switchgear utilising the device to both Ampcontrol and the appropriate state-based Regulator.
- Ensure the counterfeit device is permanently disabled and disposed so it cannot be inadvertently reused. Alternatively, return the counterfeit device to Ampcontrol for disposal.

Ampcontrol will work with affected customers to quickly provide genuine protection devices to restore equipment functionality. Ampcontrol can also offer field service technicians to install the replacement as well as confirm CT's and ancillary equipment is also genuine componentry.

### DISCLAIMER

While every effort has been made to assure the accuracy of this document at the date of issue, Ampcontrol assumes no liability resulting from any omissions or errors in this document, and reserves the right to revise content at any time.



# Industry Notification

## Product Alert

### INVESTIGATION OF REPORTED COUNTERFEITS

Ampcontrol is working to trace the source of counterfeit supply to minimise unnecessary disruption and reduce the risk of an electrical incident jeopardising the safety of our customers.

For further information or to report a suspected counterfeit device, please contact Ampcontrol:

[IndustryNotification19@ampcontrolgroup.com](mailto:IndustryNotification19@ampcontrolgroup.com)

### DISCLAIMER

---

*While every effort has been made to assure the accuracy of this document at the date of issue, Ampcontrol assumes no liability resulting from any omissions or errors in this document, and reserves the right to revise content at any time.*