



TMEIC Corporation Americas

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CUSTOMER
TECHNICAL
SERVICE ADVICE

CSA NUMBER:

CU-BS151

ISSUE DATE: February 15, 2022
ISSUED BY: TMEIC Corporation Americas

SUBJECT: IEEE Compliance Safety Warning

PRODUCTS AFFECTED: Medium Voltage Oil-Filled Transformers

TIMING: *Immediate/Urgent*****

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.

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TO
CUSTOMER TECHNICAL
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