

**DATE:** August 2, 2010

**TO:** Dealers and Owners of Xantrex  
Technology Freedom SW 3000 Inverters

**SUBJECT:** FREEDOM SW 3000 Inverter/Charger



## PRODUCT SAFETY NOTICE

WARNING OF POTENTIAL UNSAFE CONDITION

**Deliver to Responsible Person in your Organization**

For Motor Vehicle applications - ***This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act***

For all other applications - ***This notification is sent with the concurrence of the Consumer Product Safety Commission***

Xantrex Technology has discovered a potential safety issue related to a printed circuit board contained within the above referenced product. Under certain specific conditions the product may malfunction and overheat creating a potential risk of fire. Should the unit overheat it may result in a **Substantial Property Damage and/or a Personal Injury** risk. If you have purchased a Freedom SW 3000 Inverter/Charger, part number #815-3000 with Serial Numbers: B12330337 to B12382728 we request you take the following action:

**Recommended Action: For units in service**

1. Using the attached product identification sheet, inspect your unit to identify if it is affected by this Notice.
2. For affected units: Xantrex recommends that you immediately stop use of the Freedom SW 3000 inverter / charger. Please call our toll free customer service line at 1-800-670-0707 and arrange the unit removal, upgrade, return and installation. All costs associated with this upgrade will be paid for by Xantrex. The unit will be upgraded and returned within two weeks of receipt of the unit at Xantrex.
3. If you are unable to arrange for the immediate return of the product and you have a SCP (System Control Panel), you can use it to derate the charger output to 80% or 120 amps from 150 amps for a short period of time. However, the unit must be returned as soon as reasonably possible. Please see Step 2 above for return instructions.

**Xantrex Technology**

8999 Nelson Way,  
Burnaby, BC V5A 4B5  
Tel: +1 (604) 422-8595  
Fax: +1 (604) 420-1591

541 Roske Drive, Suite A  
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Tel: +1 (574) 294-5858  
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**Recommended Action: For units in inventory or uninstalled units**

1. Using the attached product identification sheet, inspect your inventory to locate affected unit(s).
2. For affected unit(s) please call our toll free customer service line at 1-800-670-0707 and arrange for the return of the unit(s). The unit(s) will be upgraded and returned within two weeks of receipt of the unit(s) at Xantrex. All costs associated with this upgrade will be paid for by Xantrex.

**Dealers:** Please prominently display a copy of this Notice in your walk up counter area or other area with customer visibility.

This Product Safety Notice applies only to the FREEDOM SW 3000. Products not listed or products outside of the serial number range are not affected by this notice and can be placed into service.

Questions regarding this Product Safety Notice should be directed to our toll free customer service line at 1-800-670-0707 or contact your local dealer or account manager.

We regret any inconvenience this may cause you and your customers.

Regards,

Xantrex Technology, Inc.

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[www.xantrex.com](http://www.xantrex.com)

Product Identification

**FREEDOM SW 3000 INVERTER/CHARGER** (Part # 815-3000)

Affected Serial Numbers: **B12330337 to B12382728**

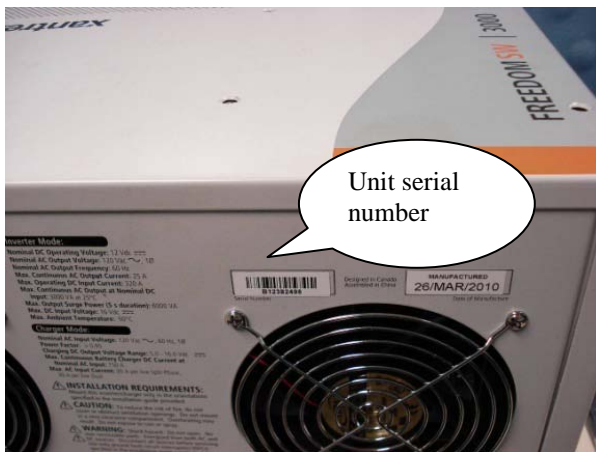


PRODUCT PICTURE



RETAIL BOX PICTURE

**HOW TO FIND YOUR PRODUCT SERIAL NUMBER**



ON THE PRODUCT



ON THE RETAIL BOX

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