

DrayTek Product Safety Advisory

Priority : Urgent / Immediate
Release Date : 18th July 2006
PSU No. 3A-181WP15

For all Vigor2800 Series Users

Issue 2 : Updated 7th August. UK Only.
Also available at www.draytek.co.uk/psu



Introduction

A potential safety issue has arisen with one of the PSU types used by DrayTek. The PSU concerned consists of two parts; the main PSU body and a UK-specific 3-pin plug plate. These two main parts are intended to and can be detached safely (in order that pins for other geographic areas can be attached instead).

A report has been received in which the plug plate has come apart which would expose live metal if the plug remained in the wall socket and the socket switch had been left on. This could present a risk of electric shock to a user who has not noticed the problem.

Product Identification

The PSU concerned is labelled as model No. 3A-181WP15. It is a mains Power Adaptor which has been supplied with Vigor2800 Series Routers. Please refer to photographs later in this document to aid with identification of the product and specific components.

Scope

Only a single report of this problem occurring in normal use has been received (and no damage/injury occurred), but due to the potential safety issue, this advisory is being issued immediately in order that other users can check their PSUs. This PSU has been supplied with Vigor2800 series routers since approximately February 2006 (but not all units). The advisory does not apply to any other models of PSU.

Checking your PSU **MOST IMPORTANT**

All users should immediately check their PSU. Remove the PSU from the mains socket, having firstly isolated the mains supply (turn off the socket switch). Whilst holding the main body in one hand, confirm that the plate part cannot be pulled apart with reasonable force with your other hand (tug and push the pins and plate in all directions). In the reported incident, minimal force was required. Do not use excessive force or use any tools. If unsure, seek further advice from us. If the PSU appears sound, you can resume normal usage of it, however **please do still email us** in order that we have your details on file should there be any further information that we need to send you on this issue.

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Note that the problem is not the plate coming away from the main PSU body, which is locked by the sprung latch, but the plate component itself coming apart. There will always be slight movement between the plate and the main PSU body but the plate itself should be fixed firmly. Please examine the photos below to see specifically.

Remedy

If your PSU exhibits a problem or you suspect that it might, you should cease use of it. Notify us immediately by email (address below) and ensure that you receive an acknowledgement. It is essential that you include the following information with your report:

- The PSU Model (as printed on the unit)
- The PSU Batch number (bottom left of the PSU label)
- The exact model of router the PSU was supplied with
- The serial number of the router
- The date of purchase
- Your supplier's name
- Your own name and address
- Specific information about the fault you have found (if you have found one)

DrayTek will send you a replacement PSU; you should retain the broken part safely in case we require it back for examination. Please do not attempt repair or modification.

Summary

DrayTek sincerely apologise for any inconvenience or concern that this may cause. As mentioned, there has been only a single reported incident of this issue in use from many thousands of units shipped. It is possible that that specific unit suffered some mechanical trauma in transit or use but as we take safety very seriously, we have chosen to issue this advisory now. Please forward this document onto any person who you think may be using the affected models.

This PSU product is produced by an external supplier. DrayTek, together with their 3rd party suppliers and distributors are continuing to monitor and address the issue and take safety very seriously. If you are at all concerned or require further information please contact us immediately.

Thank you for your co-operation and assistance.

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Identifying Photographs



PSU Side View

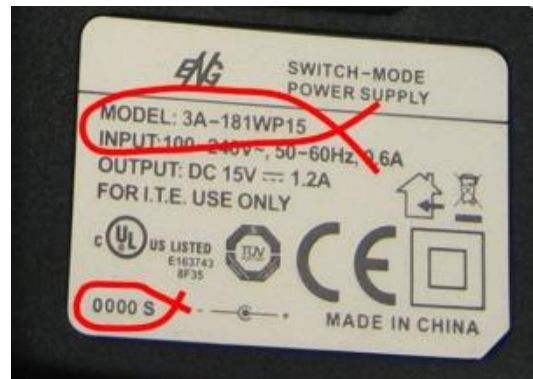


PSU Rear View



UK Plug Plate

Component Parts



Model No. and Batch No.



The failed/detached plug plate