



Q Series Room Humidity Sensors

Recall – Frequently Asked Questions

Customer Frequently Asked Questions

Q: Why is Siemens conducting this recall?

A: The Siemens sensor, when used under certain high-power input conditions, can have a capacitor on the printed circuit board degrade over time and then fail which can overheat and in some cases could result in the possibility of fire, property damage, or personal injury.

Q: What products are affected?

A: The affected products are Temperature / Room Relative Humidity / Relative Humidity & Temperature Sensors. These models are all 4 to 20 ma or 0-10 VDC sensors that are typically connected to a field panel or primary equipment controller. See the part numbers listed below:

QAA2062.DWNU	QFA2000.WU	QFA2071.FWTU	QFA3000.BNU	QAA2072.DWNU	QFA3071.FWTU
QAA2062.DWU	QFA2060.BU	QFA2071.WNU	QFA3000.DBNU	QAA2072.DWU	QFA3071.WNU
QAA2063.DWNU	QFA2060.FBU	QFA2071.WTU	QFA3000.DWNU	QAA2073.DWNU	QFA3071.WTU
QAA2063.DWU	QFA2060.FWTU	QFA3001.BNU	QFA3000.DWTU	QAA2073.DWU	QFA2001.BU
QAA2063.FWNU	QFA2060.FWU	QFA3001.DBNU	QFA3000.WNU	QAA2073.FWNU	QFA2001.WTU
QAA2063.FWU	QFA2060.WTU	QFA3001.DBU	QFA3060.BNU	QAA2073.FWU	QFA2001.WU
QAA2063.WNU	QFA2060.WU	QFA3001.DWNU	QFA3060.DBNU	QAA2073.WNU	QFA2071.BU
QAA2063.WU	QFA3000.BU	QFA3001.DWTU	QFA3060.DBU	QAA2073.WU	QFA2071.FBU
QAA2062.FWNU	QFA3000.DBU	QFA3001.DWU	QFA3060.DWNU	QAA2072.FWNU	QFA2071.FWU
QAA2062.FWU	QFA3000.DWU	QFA3001.WNU	QFA3060.DWTU	QAA2072.FWU	QFA2071.WU
QAA2062.WNU	QFA3000.WTU	QFA3071.BNU	QFA3060.DWU	QAA2072.WNU	QFA3001.BU
QAA2062.WU	QFA3000.WU	QFA3071.DBNU	QFA3060.FBNU	QAA2072.WU	QFA3001.WTU
QFA2000.BNU	QFA3060.BU	QFA3071.DBU	QFA3060.FWNU	QFA2001.BNU	QFA3001.WU
QFA2000.WNU	QFA3060.FBU	QFA3071.DWNU	QFA3060.WNU	QFA2001.WNU	QFA3071.BU
QFA2060.BNU	QFA3060.FWTU	QFA3071.DWTU	SB1-0834	QFA2071.BNU	QFA3071.FBU
QFA2060.FBNU	QFA3060.FWU	QFA3071.DWU	QFA2000.BU	QFA2071.FBNU	QFA3071.FWU
QFA2060.FWNU	QFA3060.WTU	QFA3071.FBNU	QFA2000.WTU	QFA2071.FWNU	QFA3071.WU
QFA2060.WNU	QFA3060.WU	QFA3071.FWNU			

Q: How can I tell if the products I purchased are affected by the recall?

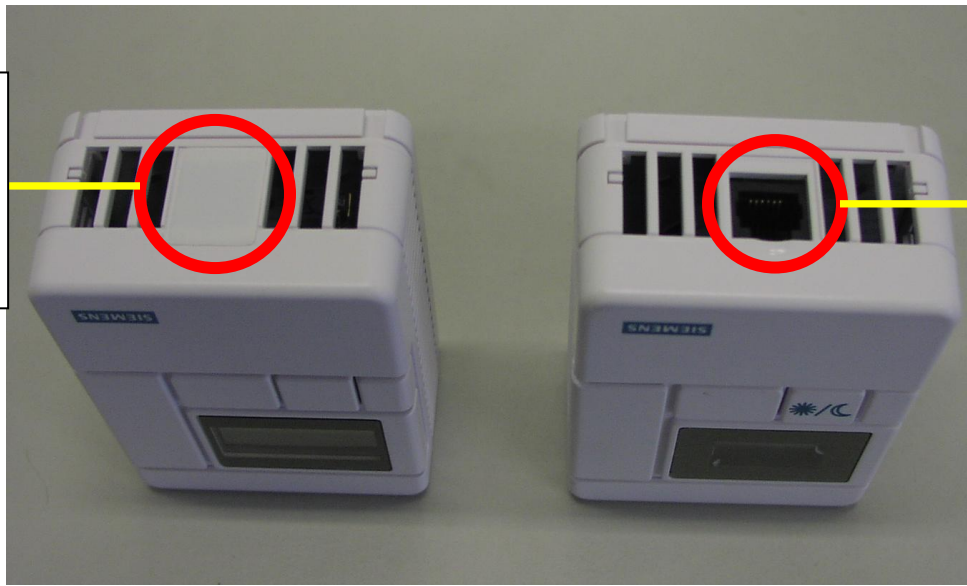


A: Models affected use a 4-20 ma or 0-10 VDC signal, and are typically connected to a field panel. Similar models that use the 5 cable jack and are connected to Terminal Equipment Controllers (TEC's) are not affected. You can determine if the unit is affected by this recall without removing it from its mounted location.

STEP 1

The first step is to look at the bottom of the sensor. If it has a connecting jack at the bottom of the sensor then it is **NOT** affected. If it has a solid mylar piece then it may be affected and you should proceed to Step 2. See picture below –

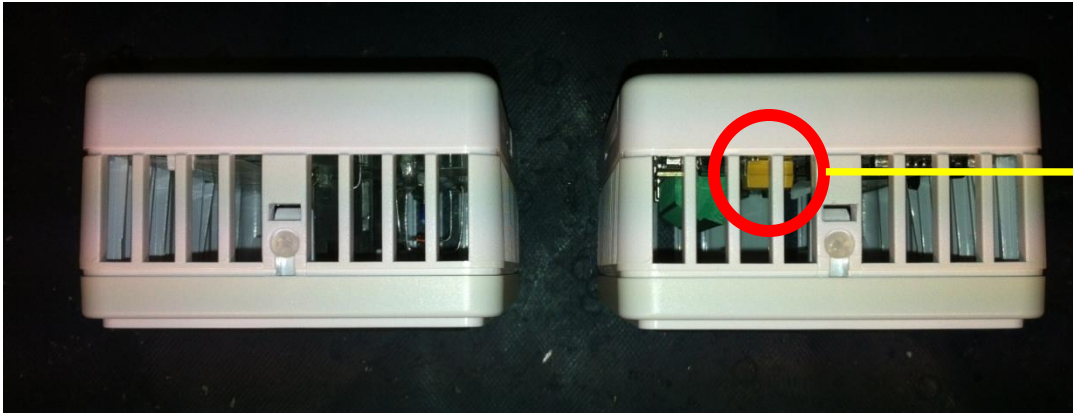
This sensor does not have a jack on the bottom – it **could be** part of the recall – See Step 2.



This sensor has a jack on the bottom – it is **NOT** part of the recall.

STEP 2

If the unit does not have a jack on the bottom, you should then look through the top of the unit. If you can see a tan capacitor as shown in the picture below – the unit **IS** affected.



This sensor has a tan capacitor – This unit is part of the recall.

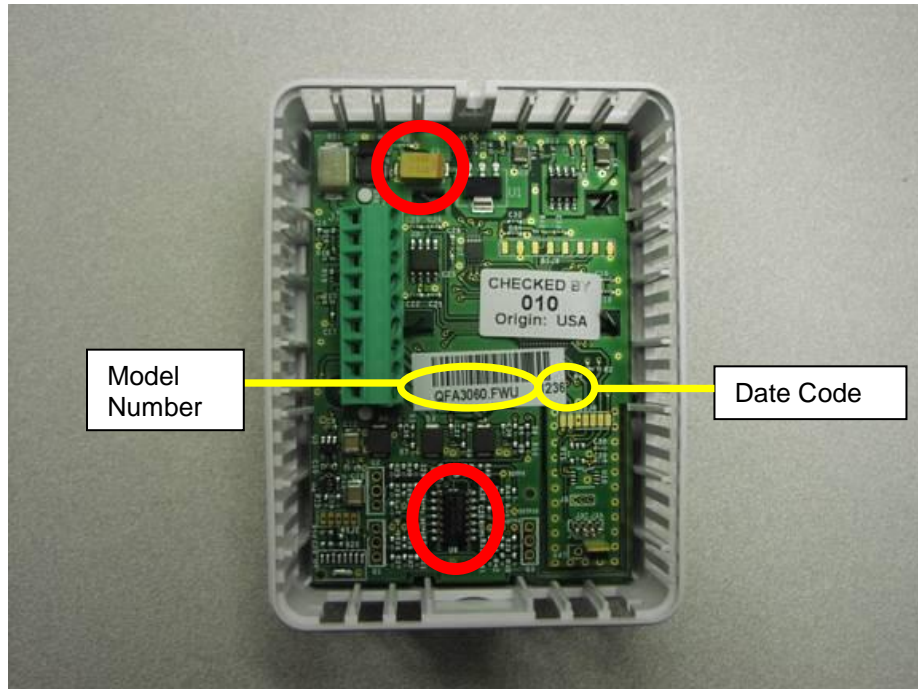
NOTE:

If you cannot clearly determine if the unit has the tan capacitor you should remove the unit and examine the Printed Circuit Assembly (PCA). These affected sensors can also be easily distinguished by the layout the PCA.

Earlier versions had the following PCA – these are **NOT** part of this recall:



The affected PCA is as follows – Note the capacitor at the top is tan; and the IC at the bottom has no yellow mark. **These ARE part of this recall** –

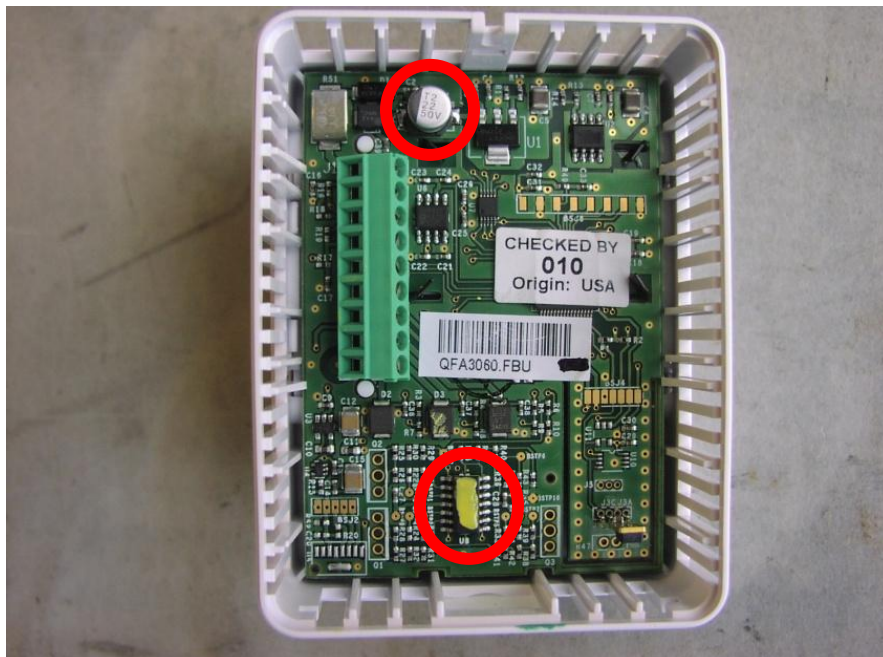


NOTE:

Only sensors that were manufactured from June 2007 through August 2012 are affected. The date codes appear on the bottom right of the bar code label located in the middle of the Printed Circuit Assembly. The four digit format is first two digits year, followed by the two digit week of manufacture (i.e., YYWW). Date codes affected are from 0723 through 1236.

The Model number also appears on the bar code label located in the middle of the Printed Circuit Assembly.

PCA's built after August 2012 are **NOT** affected – Note the capacitor at the top is aluminum and the IC at the bottom has a yellow mark.



Q: What do I need to do in response to the safety issue?

A: Those who believe that they may have a suspect sensor, please call the Siemens Building Technologies Customer Service and Tech Support at **1-800-516-9964**. You will be asked to purchase a new sensor(s). You will immediately be issued a Return Material Authorization (RMA) Number and sent a return product form. Once the product(s) under recall is returned, Siemens will refund the purchase price of the new sensor, as well as compensated for labor as detailed on the return product form.

Q. How long will it take for me to get a replacement?

A. The replacement may take from 4 to 6 weeks. We apologize for any inconvenience and assure you we are working as quickly as possible to replace your product.

Q: What about products which are not on the recall list?

A: Only catalog numbers along with specific date ranges listed may be affected. If the exact part number is not on the recall list and it doesn't fall within the date range, then your products are not affected with this action.