

19 October 2023

Dear Valued Customer,

This letter is to inform you of a potential product non-conformance relating to Michaud K291, K292 & K429 Fuse Switch Disconnectors.

**The issue:**

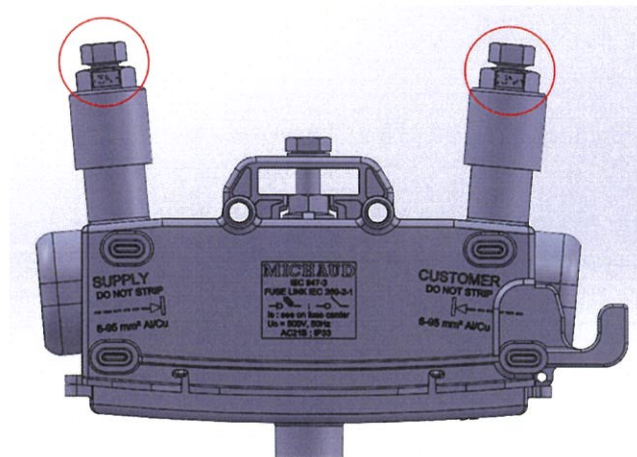
Please regard the accompanying announcement issued by our supplier MICHAUD. To clarify the situation, TransNet has been advised that we have been supplied some non-conforming product.

**What we know:**

1. The issue is with a contamination of the over moulded plastic (shear head) on the aluminium bolt that makes the electrical connection (IPC) – Pictured below:



2. The contamination of the plastic material could cause the plastic head to be conductive. (Note: it is the head of the bolts – not the entire fuse unit).



3. This issue is limited to specific batches identified in the MICHAUD notification and in the table below.
4. TransNet quarantined all remaining stock on hand from these batches as soon as we were notified of the issue.

5. Some products from these batches have been sent to our customers (quantities are identified within the table below).
6. We have tested some of the suspect product and have not been able to replicate the issue that has presented itself in Australia.
7. This issue is “random” not all product within the identified batches displays the non-conformance.
8. The issue presented itself at an Australian utility where the fuse assembly is attached to the house (Point of Attachment - POA). This presents an issue whereby people in close proximity and making contact with the fuse unit may not be wearing appropriate PPE (Personal Protective Equipment).

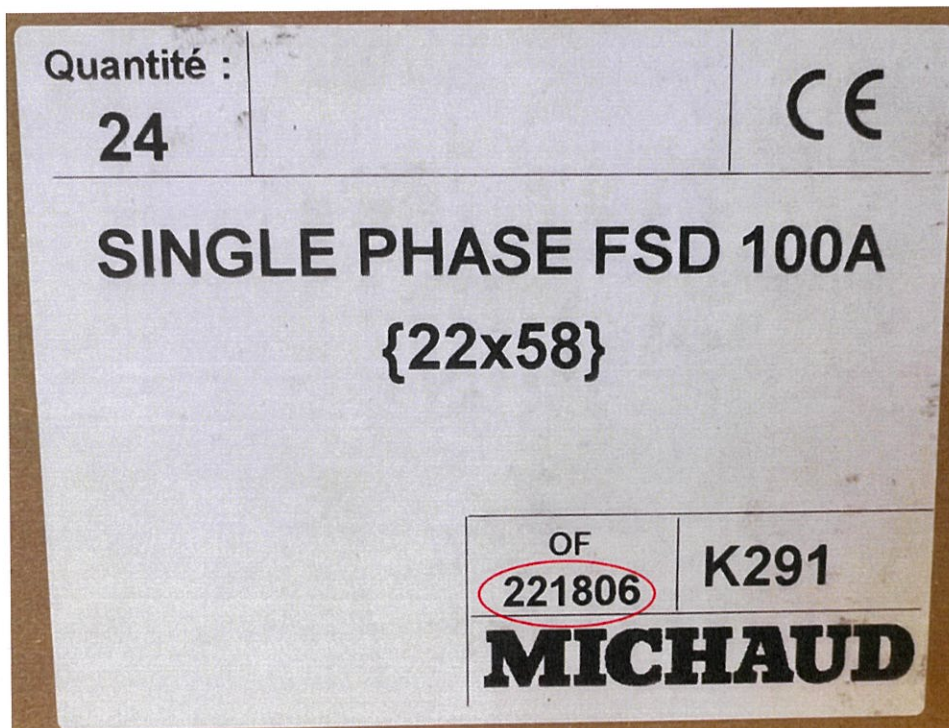
**The Numbers:**

Fuse Unit	Batch Number	Quantity Manufactured	Quantity Shipped to New Zealand	Quantity Isolated at TransNet NZ	Balance in the Market
K291	214113	1,440	Some	0	1,440
	214306	2,160	Some	720	1,440
	214402	1,440	100%	0	1,440
	214902	2,160	100%	1344	816
K292	220416	2,880	100%	0	2,880
K429	214911	144	100%	0	144

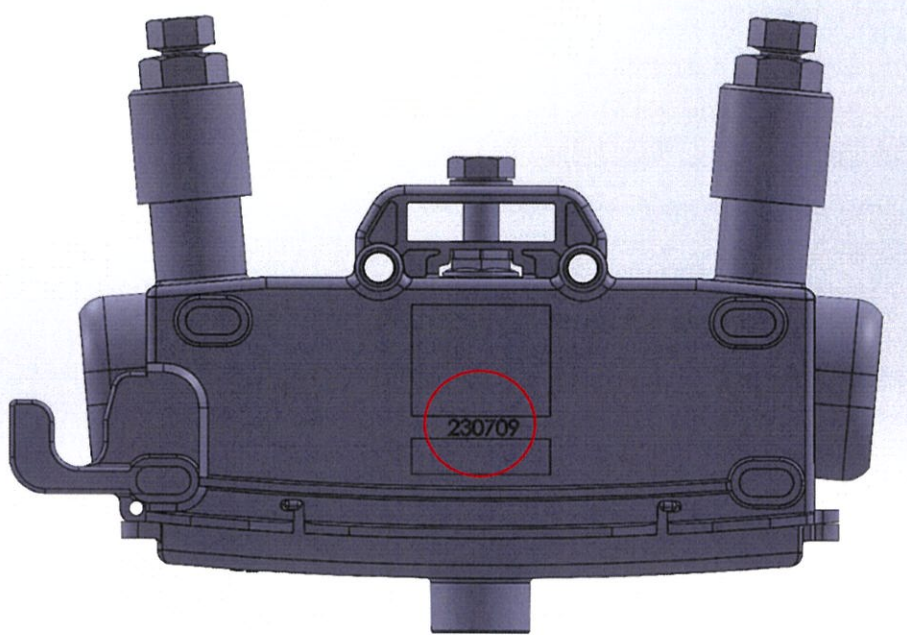
**Action:**

1. Customers are asked to check their stock and isolate any product with the identified batch numbers listed in the table above. These should be returned to TransNet and will be replaced immediately. Batch numbers can be seen on the label on the outside of the original boxes or on the product itself.

*Identification of batch numbers on box label (circled in red):*



*Identification of batch numbers on product (circled in red):*



2. TransNet is returning inventory from the identified batches for further analysis by MICHAUD. The issue is not consistent even within the affected batches.
3. MICHAUD is taking this issue very seriously. They are testing ALL product prior to shipping for the foreseeable future; to ensure that no product comes to this part of the world with the same issue and until they understand and rectify the root cause.
4. MICHAUD is also working on an infield "fix" for any identified products that may already be installed (see pictures below). Therefore, eliminating the need to cut supply to customers to remedy this issue.

*Note: sample below is a 3D printed sample. The die to produce these is in manufacturing.*





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ISO 14064-1 CERTIFIED  
CARBON CONSCIOUS



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5. TransNet know how many fuses have been sent to customers over the period where these batches came into NZ. We will communicate directly with the customers that may have received and installed these units.

**Note:**

In NZ these items are primarily attached up poles to crossarms and as such anyone in proximity will be wearing appropriate PPE further mitigating potential risk.

Notwithstanding the above, the fix for installed product is coming and we will keep you informed as soon as these are available.

If you have any questions regarding this announcement, please contact TransNet:

Email: [ncproduct@transnet.co.nz](mailto:ncproduct@transnet.co.nz)

Kind Regards

Jason Woodcock

General Manager – Utilities

TransNet NZ Limited