



Informational Safety Warning - Water-Damaged Electrical Equipment and Components

To: Field Sales Team, Installers, Distributors and End User Customers

Subject: Water-Damaged Equipment

Please use the following as safety information to help communicate and provide guidelines on how to handle electrical equipment that has been exposed to water by flooding from natural acts such as hurricanes or emergency mitigation operations such as firefighting efforts. Please communicate this information to our distributors, installers, inspectors, and end users of electrical products.

The following excerpt from NEMA's "Guidelines for Handling Water-damaged Electrical Equipment" explains: "Electrical equipment and components exposed to water can be extremely dangerous if reenergized without proper reconditioning or replacement. Reductions in the integrity of electrical equipment can be caused from insulation due to moisture, debris lodged in the components, [water which can alter the equipment's operation and many other factors that can cause improper operation of the equipment] by affecting the ability of the equipment to perform [as designed or intended]."

"Damage to electrical equipment can also result from flood waters contaminated with chemicals, sewage, oils, and other contaminants. Ocean water and salt spray can be particularly damaging due to the corrosive and conductive nature of the salt water residue." Please communicate to partners and customers that safety is our main concern and all electrical equipment should be checked and tested before being reenergized by qualified personnel before operation.

- Specific to our products any fuse or surge suppression product submerged in fresh or salt water should not be left in service or reenergized. They are a safety risk, and will not operate as intended under electrical fault conditions.
- We will begin to mark the orders as Hurricane Impacted Priority rating which will allow these orders to be fulfilled over standard stocking orders.
- We expect a spike in orders on specific products and we will actively address these products with delivery dates confirmed by our supply chain.
 - Please check with Customer Service on hurricane-impacted orders if zero inventory is a concern as we will have a steady flow of in transit stock to our warehouses daily.
 - Our supply chain has been empowered to make any adjustments needed for incoming materials, component levels, and manpower to be as proactive as possible to satisfy our customers' needs and relief efforts.

Regards,

Kent Walker

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