



## Product Safety Notification: 3016547

Date: 03/31/2025

Dear Valued NI Customer:

You are receiving this letter to inform you about an observed issue that affects the following NH Research, LLC (“NHR”), a subsidiary of National Instruments Corp. (“NI”), products or applications that you may own one or more of:

### Affected Product Part Numbers

Kit Part Number	Kit Description
1109332	ASSY,4300 CHASSIS W/O CNTRL BRD E-CASS
1109333	ASSY,4300 E-CASS CHAS W/8 60A,500V 4350 LOADS
1109391	ASSY,4300 SYSTEM CONTROL CHASSIS
1109392	ASSY,4300 EMBEDDED CHASSIS
1109426	ASSY,4300 TISS A CHASSIS
1109427	ASSY,4300 TISS B CHASSIS

### Issue Description

As a part of NHR’s integration into NI, we recently completed internal reviews of the architecture of the products listed above. NI determined, as a part of the review, that there is an intermittent failure associated with some of these units in which the chassis metal covers are not adequately electrically bonded back to the protective earth terminal.



*Model 4300 mainframe with 150, 300, & 600W loads*

## Impact

The product is designed to have all accessible metal covers secured by screws, providing low resistance electrical bonding of the covers back to the main protective earth terminal. Due to the mounting points of the screws being insufficiently masked during painting, they may provide insufficient electrical continuity for grounding if paint is built up and the screws have high contact resistance to the covers. While the internal hazardous AC wiring is secured against loosening, in the case of a unit having insufficient grounding continuity, there is a risk of electric shock if internal AC wiring were to contact the metal surfaces. This could cause electric shock if a user touches the surfaces during this abnormal fault condition.

## Recommended Action

1. If these units are:
  - a. Installed and contained within a larger system enclosure such as a rack, or placed behind walls in restricted access tool-secured or key access areas only so that there is no exposed surface accessible to the user, and/or
  - b. De-energized when the larger enclosure is opened.

### **No action required and you may continue to use the product**

2. Qualified personnel may verify the grounding of your unit using a digital multimeter to check the continuity between all surfaces back to the main protective earth (PE) terminal on the rear cover or to the grounding blade of the AC inlet. Sufficient continuity is a resistance less than 100 milliohms, or less than a 4V drop during a 40A ground bond test between the covers and the PE terminal. Either test will show grounding continuity and confirm your unit does not exhibit insufficient grounding.

### **If test shows no issue, you may continue to use the product**

3. If you test your unit and discover that it does exhibit this failure or if you are unable to test it yourself, you should stop use of the product and return your unit(s) to NI where we will check for this failure and apply a fix free of charge if needed. Repairs will be warranted for ninety (90) days.

Please reach out to NI at [43XX.Notification@emerson.com](mailto:43XX.Notification@emerson.com) if you have any questions or need additional support.

## Disclaimer

NI has made every attempt to provide the necessary information to ensure the safe operation of the products listed in this letter. The requirements to resume safe operation using the 4300 chassis are important and should be strictly followed. Failure to follow the above requirements could cause harm to the operator and generate property damages and in such case, NI DISCLAIMS ANY LIABILITY.

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If you are not the end user of this product(s), we request that you forward this notice to the end user or provide NI with information to help locate the end user.

Thank you for being a NI customer. We apologize for this inconvenience. We are committed to providing products and services that exceed customer expectations and maintaining your confidence in our products.