

Cooper Industries
Cooper Lighting Division
1121 Highway 74 South
Peachtree City, GA 30269
770 486-4800



September 19, 2012

Dear Valued Customer:

As part of our ongoing commitment to product quality and safety, we want to inform you of a unique set of circumstances that may cause some SureLites Exit Signs not to illuminate. If the signs are installed on a sub circuit serviced by power factor correction capacitors (typically used to reduce heavy inductive loads like rotating motors), then the sign may not function during a power outage. This is a rare combination of events and we are aware of only one instance of this occurring. The affected catalog numbers are LPX7, SLX7, CX7, EXL7 and CHX7 product families that were sold with date codes between February 4, 2010 and August 26, 2013.

All AC-only designs and self-powered designs with Eagle Eye self-diagnostics are not affected by this issue. These products would have a "6" or "SD" in the catalog number. For example, LPX6 or SLX7SD would not be affected.

All products sold after September 1, 2013 have new designs and are not affected.

Eaton's Cooper Lighting makes this announcement voluntarily and with an abundance of caution. If you suspect you have a problem, please call 1-800-954-7228 8 AM to 5 PM EST and we will ship replacement exit emergency fixtures at our cost as well as answer any questions you may have.

We appreciate your cooperation in ensuring the integrity of these products. We regret any inconvenience this may cause you and your customers.

Sincerely,

Cooper Lighting