

To SHI customers and whom it may concern

October 20th, 2023

Sumitomo Drive Technologies

 Sumitomo Heavy Industries, Ltd.

Explosion-Proof Motor Customer Service Center
Nagoya Production HQ
Production Management Business Div.
Power Transmission & Controls Group

**Notice concerning the replacement of explosion-proof certification markings
on SHI explosion-proof motors**

Thank you for your continued patronage of our products.

We regret to inform you of our recent discovery that some of the explosion-proof motors we shipped to you bear incorrect certification numbers on their explosion-proof certification markings. We are currently replacing those markings to correct their errors.

We sincerely apologize for any inconvenience and concern this situation may cause to you.

Details

1. Errors in certification numbers on explosion-proof certification markings

A misunderstanding on our part regarding the method for submitting applications to the Technology Institution for Industrial Safety (TIIS), the body that certifies our explosion-proof motors, led to errors in the certification numbers appearing on the explosion-proof certification markings affixed to some of our explosion-proof motors.

However, it is important to note that there are no problems with explosion-proof motors themselves in terms of their performance or structural safety.

2. Affected products

A wide range of products may be affected depending on their specification combinations. We are therefore checking for errors on a case-by-case basis.

3. Marking replacement

We will replace certification markings with those bearing the correct certification numbers at your convenience as follows:

- (1) We will determine the existence of an error and replace the marking as necessary whenever you provide us with a motor's location and information on its SHI nameplate (model and serial number).
- (2) If we have difficulty ascertaining the location of an affected motor because it was installed by a machine manufacturer or other entity contracted by SHI, our service department will determine the existence of an error and replace the marking as necessary when conducting routine inspections and maintenance of your explosion-proof motors.

4. Use of motors until replacement

The competent authorities have determined that this matter does not affect safety and approved the use of motors on an as-is basis until replacement. Please use the motors with confidence and peace of mind.

5. Others

If you have any questions regarding this matter, please contact:

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We pledge to make every effort to take preventive measures not to recur similar problems in the future and look forward to your continued patronage of our products.