

## IMPORTANT SAFETY NOTICE FOR HDE®/ GREENLEE® TAG-200X

This Notice Applies to All TAG-200X Contact Voltage Detectors (see, Fig. 1) Supplied with a Black Battery Retention Bracket or No Battery Retention Bracket (prior to November 15, 2023)



Figure 1 - HDE TAG-200X Contact Voltage Detector

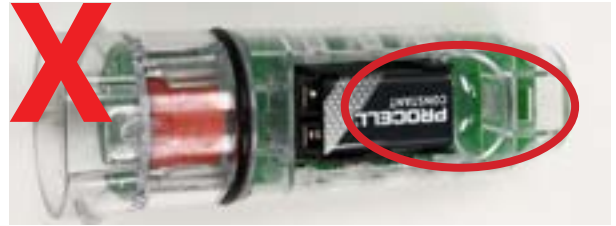


Figure 2 - TAG-200X Without Battery Retention Bracket. Do Not Use Without Battery Retention Bracket

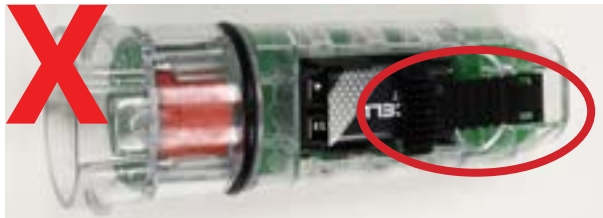


Figure 3 - TAG-200X with Black Battery Retention Bracket. Do Not Use With Black Battery Retention Bracket

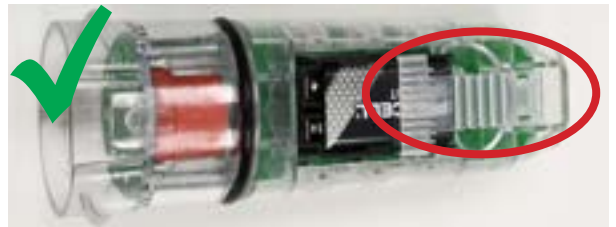


Figure 4 - TAG-200X with White Battery Retention Bracket. Proper Battery Retention Bracket, OK For Use

November 15, 2023

Dear Greenlee TAG-200X Customer,

This is an important Safety Notice. Greenlee/HDE recently identified two potential issues with the TAG-200X Contact Voltage Detectors.

- Some TAG-200X tools have a Black Battery Retention Bracket installed (Fig. 3). Black Battery Retention Brackets could absorb atmospheric humidity, which may cause unexpected variability in tool sensitivity. This can result in the tool failing to detect voltage to indicate the presence of live wires and, therefore, result in increased risk of electric shock and/or personal injury or property loss.
- Some TAG-200X tools do not have a Battery Retention Bracket installed (Fig. 2). Without a Battery Retention Bracket, it is possible that, if the tool is jarred or dropped, the battery could move and lose contact with the terminals, thus powering down the tool. The tool would then fail to indicate the presence of live wires and therefore may result in increased risk of electric shock and/or personal injury or property loss.

Please take immediate steps to determine if you have any affected TAG-200X Contact Voltage Detectors in your possession. Affected TAG-200X tools can be identified by inspecting (see included Inspections & Installation Instructions) the TAG-200X tools to determine if they have either a Black Battery Retention Bracket (Fig. 3) or No Battery Retention Bracket (Fig. 2). Do not use an affected TAG-200X tool until it the proper White Retention Bracket is installed (Fig 4).

If you have affected TAG-200X tools in your possession, contact Professional Tools Technical Services at **844-789-8665** or via email at [ProToolsTechService@emerson.com](mailto:ProToolsTechService@emerson.com) with the number of White Retention Brackets needed. Install these White Battery Retention Brackets in your TAG-200X Contact Voltage Detectors following the supplied instructions.



## CUSTOMER SAFETY NOTICE: TAG-200 X

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We regret this inconvenience to you and your organization. If you have any questions regarding this Safety Notice, want Greenlee to install the White Battery Retention Brackets, or need additional White Battery Retention Brackets, please contact Professional Tools Technical Services at **844-789-8665** or via email at **[ProToolsTechService@emerson.com](mailto:ProToolsTechService@emerson.com)**

Sincerely,

Greenlee Tools, Inc.