



Emerson Commercial &  
Residential Solutions  
Professional Tools

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**IMPORTANT SAFETY NOTICE: REQUIRED RETURN OF CERTAIN HDE PRX-500 PROXIMITY VOLTAGE DETECTORS PRODUCED IN JANUARY 2020.**

Dear PRX 500 Owner,

HDE recently discovered that a small batch of its PRX-500 Proximity Voltage Detectors produced in January 2020 may not have received an important final test procedure at our factory before being shipped. Although in most situations the PRX-500 Proximity Voltage Detector has an auto-check feature that should help the tool detect an internal flaw and automatically shut itself down, if the auto-check does not operate correctly, there is a chance the PRX-500 Proximity Voltage Detector could be rendered incapable of detecting and measuring the proper presence of live electricity, creating a risk of death, serious personal injury or property loss.

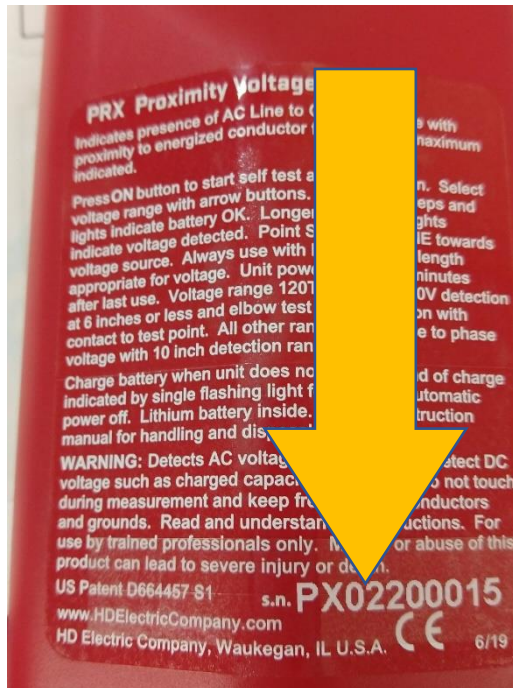
In response, HDE has decided to issue this Important Safety Notice and require that all owners of HDE PRX-500 Proximity Voltage Detectors within a certain date range take the following actions:

1. Immediately stop use of PRX-500 Proximity Voltage Detectors in your possession.
2. Verify if any PRX-500 Proximity Voltage Detectors in your possession are possibly affected under this Notice by using the serial number identification instructions on page 2.
3. If any of your PRX-500 Proximity Voltage Detectors are affected, do not use the tool(s) and contact HDE as instructed on page 2.

If your PRX-500 Proximity Voltage Detector serial number is affected, HDE will help arrange for the expedited return shipping, testing and replacement, if required, free of charge.

### SERIAL CODE IDENTIFICATION INSTRUCTIONS

**STEP 1** – Look at the back of the PRX-500 Proximity Voltage Detector and find the serial number made up of letters and the numbers located at the bottom right corner of the label.



**STEP 2** – If the serial letters and numbers appearing on the label are either **PX 0220** or **PX 0320** your PRX-500 Proximity Voltage Detector could be affected and must be returned to HDE. Do not continue to use the tool. Immediately contact Charlene Bergstrom at HDE, either via email at [Charlene.Bergstrom@Emerson.com](mailto:Charlene.Bergstrom@Emerson.com) by phone at (847) 363 5697 to arrange for expedited shipping.

**STEP 3** – HDE will provide you with shipping instructions to send the PRX-500 Proximity Voltage Detector unit back to HDE. Thereafter HDE will return a fully tested unit back to you at no charge.

Should you have additional questions or need help determining if your HDE PRX-500 Proximity Voltage Detector unit is affected, please contact Charlene Bergstrom at HDE either via email at [Charlene.Bergstrom@Emerson.com](mailto:Charlene.Bergstrom@Emerson.com) or by phone at (847) 363 5697