Defective AC Power Line Cord Issue: Details

This document provides details on a serious safety issue affecting some instruments shipped from SRS in September and October of 2019. The problem is in some detachable AC power line cords: a black 7'6” cord with a NEMA 5/15P “three prong” plug, terminated with an IEC320-C13 connector for mating with power-entry modules (see photographs, below). SRS has received two field reports of defective AC power line cords. No injuries have been reported.

The defective cords show no visible evidence of distress, damage. When electrically tested, it was found that the LINE and GROUND leads were internally swapped between the plug and C13 terminals. None of the lines appeared shorted to any other lines. Since chassis ground of SRS instruments is electrically tied to the ground terminal of the power entry module, the mis-wired cord, when used with an SRS instrument, will cause the instrument’s outer metal covers to come to 120 VAC line voltage the moment the power cord is plugged into a wall socket. This created a severe electrical shock hazard which may put users at risk of injury or death.

Cords exhibiting this failure will show as open-circuit (high impedance) when measuring the continuity between the round ground terminal on the plug, and the center ground terminal on the C13 connector. Unaffected cords will always show continuity between the ground terminals.

As shipped by SRS, the cords are included coiled with the instrument, in the same shipping box:

The affected cords carry the following text, embedded in the plastic molding at each end of the cable:

The cord is marked “c(UL) US LISTED” and “CSA” (see above). The part is also marked “EXITO EXP-004S E72389 PHILIPPINES”, “EXITO EXP-005 E72389 PHILIPPINES” and “10A / 125V 1250W A.C.”