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July 2025

Important information:

## **Necessary corrective measure – impaired protection category of the KEL Ex enclosure 93XX.000**

Dear Customers,

In our letter of March 2024, we informed you about a measure to correct our KEL Ex enclosures 93XX.000, and we provided you with a conversion kit on request.

Unfortunately, we have discovered that this measure does not guarantee the enclosure's protection category under all conditions. In some individual cases, the outer O-ring attached to the plastic bush may become detached from its intended position under certain circumstances.

In this case, all enclosures of the types mentioned above manufactured during the production period from 1 January 2020 to 18 September 2024, as well as all conversion kits with Model No. 5051.434, are affected.

We are pleased to inform you that we have now permanently eliminated this weakness by optimising the bush's design, along with a dimensional adjustment of the sealing O-ring, and have gained the necessary ATEX/IECEx approval from PTB Braunschweig, the designated approval body.

To ensure the future protection category of the affected enclosures that have already been delivered under all circumstances, we are again requesting your cooperation in eliminating the weak point, as outlined in today's letter.

### **Procedure for eliminating potential weaknesses:**

A conversion kit (Model No. 5051.437) has been assembled to eliminate the potential defect. This contains new stainless-steel bushes, screw plugs and other accessories, as well as the special tools needed. An enclosure can now be converted independently and safely within a few minutes with the help of the enclosed illustrated instructions and an easy-to-understand "how-to" video. No additional work is required other than replacing the bushes.

Link to instructions and video: [www.rittal.com/customer-information](http://www.rittal.com/customer-information)

ENCLOSURES

POWER DISTRIBUTION

CLIMATE CONTROL

IT INFRASTRUCTURE

SOFTWARE & SERVICES

RITTAL GmbH & Co. KG, Herborn, Local Court Wetzlar, HRA 6126  
Personally liable: RITTAL Management GmbH, Schwende-Rüte/ Switzerland  
Management: Prof. Dr. Nikolaus Mohr (CEO), Ulrich Engenhardt, Philipp Guth, Ralph Lindackers, Uwe Scharf

FRIEDHELM LOH GROUP



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**Measures to be taken by the customer or user:**

1. Determine the whereabouts of the enclosures affected. Please inform the customers affected along the supply chain if you have resold the enclosures or if they are no longer at your disposal. Please use the information we have provided for this purpose.
2. Determine the quantities of the conversion kit you need and contact your local Rittal Area Sales Manager. They will arrange free shipment to the delivery address of your choice. If you do not have the details of your responsible contact person, please contact:

**E-mail: [kundenanliegen@rittal.de](mailto:kundenanliegen@rittal.de)**

**Phone: +49(0)2772 505-2500**

3. Replace the bushes as described in the instructions.
4. Please let us know when the bushes have been successfully replaced.

We regret this inconvenience and sincerely appreciate your understanding.

With kind regards

Handwritten signature of Peter Asam in blue ink.

Peter Asam  
EVP Quality Management  
RITTAL GmbH & Co. KG

Handwritten signature of Norbert Krech in blue ink.

Norbert Krech  
Ex Authorised Person  
RITTAL GmbH & Co. KG