



PRODUCT INFORMATION RELEASE

*** IMPORTANT PRODUCT INFORMATION RELEASE ***

Affected Products:

- c3controls 30mm Illuminated Push Buttons (IPB)
- c3controls 30mm Push-to-Test (PTT) Pilot Lights

Affected Date Range: Products purchased between **January 2021 and October 2025**.

What is the issue? Through internal investigation and testing, c3controls has determined that a mold-tool issue compromised the Type 4 rating for the products listed above.

Type 3/3R Performance: The affected 30mm products **remain fully compliant** with the requirements for Type 3 and Type 3

R ingress protection (commonly referred to as the “Rain” test). They remain safe for use in typical outdoor or indoor environments where these ratings are sufficient.

Type 4 Non-Conformance: The products **do not conform** to published Type 4 ingress protection requirements (commonly referred to as the “Fire Hose” or washdown test). In applications requiring a Type 4 rating, there is an increased potential for water to enter the unit during a hosedown event, **which could lead to electrical hazards**.

What action should be taken?

- **For Indoor or Typical Outdoor Applications (Type 3/3R):** The products will operate safely and can continue to be used. However, c3controls will provide replacement components **upon request** to ensure complete customer satisfaction.
- **For Specific Hosedown/Washdown Applications (Type 4):** c3controls **directs** that the affected components be replaced to maintain the integrity of the Type 4 rating and ensure continued safe operation.

How to receive a replacement: Please contact the c3controls Customer First Team to process your replacement. c3controls will provide conforming replacement parts, installation instructions, and a return label for the non-conforming components.

- **Phone:** (724) 775-7926
- **Email:** customerfirst@c3controls.com