


BBTB Date:	12 January 2024
BBTB Number:	BBTB-109
BBTB Title:	Faulty RD34UN Glass Doors
System Description:	34U Rack Systems
Product(s) Affected:	RD34UN Glass Doors
Reference:	PRCR3053
Priority:	1

- 1 - Essential:** Action is Recommended
- 2 - Important:** Product Form / Fit / Function has been changed (may affect compatibility)
- 3 - General:** For information / reference
- 4 - Obsolescence:** Notification of Component or Product Obsolescence

DESCRIPTION OF PROBLEM

Baldwin Boxall has identified a potential manufacturing issue affecting some RD34UN Glass Doors supplied between July and November 2023.

	<p>WARNING</p> <p>This issue may prevent the door from closing properly. There is a risk that attempting to close a faulty door may cause it to crack or shatter.</p>
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RECOMMENDED ACTION

We have identified the job numbers where potentially faulty doors have been issued and we strongly recommend that the RD34UN doors originally supplied are not fitted during the commissioning process.

Affected customers have been contacted directly regarding this issue

Job Number	Part Supplied	Approx Delivery Date
84036	RD34UN	Nov 23
84037	RD34UN	Nov 23
84070	RD34UN	July 23
85913	RD34UN	July 23

Job Number	Part Supplied	Approx Delivery Date
85914	RD34UN	Aug 23
86370	RD34UN	July 23
85543	RD34UN	July 23
85544	RD34UN	July 23
86789	RD34UN	Sept 23
86487	RD34UN	Sept 23
86488	RD34UN	Sept 23
86538	RD34UN	Oct 23
86760	RD34UN	Nov 23
85953	RD34UN	Oct 23
86761	RD34UN	Nov 23
88032	RD34UN	Nov 23
87293	RD34UN	Nov 23
87468	RD34UN	Nov 23
87464	RD34UN	Nov 23
87364	RD34UN	Nov 23



Note:

If the door has already been fitted then it is unlikely to suffer from the problem and no further action is required.

AVAILABILITY OF REPLACEMENT ITEMS

We are currently in conversation with our supplier and will provide replacement items FOC as soon as possible.

If you require any further information please feel free to contact us.

Technical Support Contact Details

For further assistance with any aspect of this Technical Bulletin please contact:

Baldwin Boxall Communications Ltd

After Sales Technical Support

Email: technicalsupport@baldwinboxall.co.uk

Telephone: +44 (0) 1892 664422 and select option 2

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