

## SERVICE NOTICE

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| <b>Subject</b>         | Extension Cord Use on AC Equipment                |
| <b>Date</b>            | 1/1/2023  |
| <b>Products</b>        | AC Driven Pumps & Equipment                       |
| <b>Affected Models</b> | NP4DP, NP5DP, NP7DP, NP7DP2, NP7DPF, NRC62i, NRRD |

In areas where the supply voltage can be lower than the nominal AC voltage in the US, using an extension cord may cause a voltage drop that may affect the unit's operation or shut down.

Long, smaller gauged wire, can cause a significant voltage drop in the supply to affect AC driven motors. This voltage drop will cause the motor to overheat and shut down thermally. It may take 30 minutes or more to recover to be able to use again.

It is suggested that for any AC driven equipment that a properly sized extension cord be used with this equipment.

The recommended Extension Cord Size should be as Follows:

- **50 feet or less – 12/3 UL Extension Cord**
- **Over 50 feet – 10/3 UL Extension Cord**

For any further clarification or instructions, please contact the NAVAC Technical Support Department at: 1-877-MY-NAVAC or email: [techsupport@navacglobal.com](mailto:techsupport@navacglobal.com)