

**DATE:** August 18, 2023.  
**TO:** Users of ATS480 soft starters.  
**FROM:** Schneider Electric Drives Activity.  
**SUBJECT:** ATS480 Manual Modification

**PRODUCT INFORMATION TO BE DELIVERED TO RESPONSIBLE PERSON IN YOUR ORGANIZATION**

Dear valued customer,

We have recently discovered an error in our ATS480 user manuals (**Power Connections ATS480C14Y...ATS480M12Y** section of **Wiring** chapter). This issue does not require any return, repair or replacement of the soft starters. This issue requires some caution in building your electrical equipment. The soft starters meet all quality requirements, however the User Manuals listed below have an incorrect power terminal representation depicted.

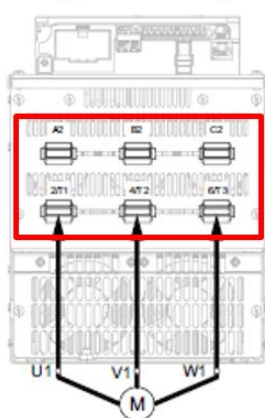
**IMPACTED USER MANUALS:**

NNZ85515.03, NNZ85516.03, NNZ85517.03, NNZ85518.03, NNZ85519.03, NNZ85520.03, NNZ85521.03 and NNZ85522.03 user manuals.

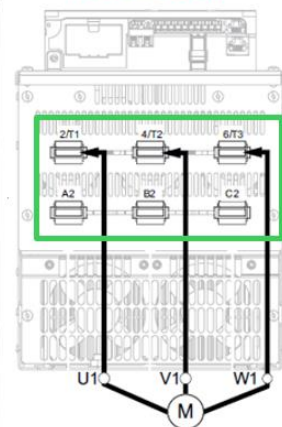
**PROBLEM DESCRIPTION:**

The error concerns the power terminals representation of the bottom part of the ATS480:  
 2/T1, 4/T2, 6/T3 outputs to motor have been reversed with A2, B2, C2 Soft Starter Bypass. If the user connects the wrong wire to the wrong terminal, the equipment will not work.

**Wrong representation (bottom view)**



**Correct representation (bottom view)**



The purpose of this letter is to share with you the quality information and steps that must be taken to address it.

**REQUIRED ACTIONS:**

For any on-going or future design and manufacturing of bus bars to connect terminals of the soft starter to by-pass contactor, use the correct representation shared in the most updated manual (**NNZ85515.04**).

Updated ATS480 user manual is available in se.com website in English (**NNZ85515.04**:

<https://www.se.com/eg/en/download/document/NNZ85515/> )

We apologize for any inconvenience caused by this notice.

Yours faithfully,

US Drive Offer Solutions Team  
Schneider-Electric