



DATE: July 6, 2018

TO: End User and/or Contractors with Masterpact NW Circuit Breakers (3P, 4P, 6P, & 8P from 800 to 6300A)

SUBJECT: PRB-208846–Masterpact NW Circuit Breakers Manufactured from August 18, 2016 to March 27, 2018, inclusive (Date Code 16321 (i.e.: 2016, week 32, day 1) to Date Code 18132 (i.e.: 2018, week 13, day 2))

⚠ PRODUCT SAFETY NOTICE
NOTICE OF POTENTIAL UNSAFE CONDITION

DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR ORGANIZATION

Dear valued customer,

According to our serial number review, your company has recently purchased Schneider Electric and Square D Branded Masterpact NW circuit breakers (See Attachment 1 for typical product photo). You may also have received equipment with those devices from third party suppliers.

Schneider Electric has recently discovered a manufacturing issue that may have occurred on an internal circuit breaker component during the subject dates in a Schneider Electric factory in France. This issue may affect the electrical protection capability of the circuit breaker. The results of analysis performed by Schneider Electric conclude that if a subject circuit breaker has the internal nonconformance, it is possible that all poles on the breaker may not open if the circuit breaker is called upon to interrupt current (trip) or if the circuit breaker is manually switched to the off position. Should a pole/phase on a circuit breaker not open, a risk of **SERIOUS PERSONAL INJURY, DEATH AND/OR SUBSTANTIAL PROPERTY DAMAGE** may exist.

Our records indicate that we shipped you one or more of the suspect circuit breakers. The circuit breakers have been identified by serial number because the date codes referenced are not readily visible. (Location of the serial number on the circuit breaker is shown on Illustration 2. **Affected circuit breakers that have been sold/shipped to you are identified by specific serial numbers that are listed on the enclosed "Information Sheet and Questionnaire". (See Attachment 2)**

We are committed to offer you the highest level of reliability in products you purchase from Schneider Electric; as a result, we would like to visit and perform an inspection of the impacted circuit breakers. If nonconforming products are found, the products will be replaced, as rapidly as possible.

Until the inspection and service (if needed) is provided, we recommend that the subject circuit breakers not be intentionally operated. If it is necessary to operate the circuit breaker manually for an outage or if the circuit breaker operates due to an overcurrent (trip) event, follow your facility's normal procedures and industry standard electrical safety work practices to verify that all poles of the circuit breaker have opened properly. (Additional safety information is provided in Attachment 3)

Recommended actions for letter recipients

1. **If you are a distributor or panel builder and have resold the equipment ---please See Attachment 4A then complete and return Attachment 4B** advising us if you will forward this Offer Safety Alert to your customer or you would like Schneider Electric to do so by providing information regarding the resale.
2. **If you are an end user** --Please verify the location of the Circuit Breaker(s) in your facility then complete and return the enclosed questionnaire (Attachment 2) in the pre-addressed, postage paid envelope provided, by fax to 859-817-5018, or by e-mail to CharlotteServicesAdmin@schneider-electric.com. This information is critical to ensure that we have the correct site address and site contact information in order for us to issue a work order to the service office that is responsible for coverage in your area.

Schneider Electric Services will contact you after receipt of your completed "Information Sheet and Questionnaire" to schedule a date and time when your circuit breakers can be inspected and replaced, if necessary. We will make every effort to schedule the necessary inspection on a specific day/date. The inspection will require that the device be completely de-energized. **Depending on the equipment construction additional steps may be required for de-energization.**

Important Note: You must have someone qualified on site at the time of the inspection (and replace if necessary) to shut-down and re-energize your equipment.

We regret any inconvenience this may cause you; however, your immediate cooperation will be most appreciated and is essential for the reliable operation of this product. If you have any questions or concerns regarding this notice, please contact Schneider Electric using one of the options below.



1. Schneider Electric has a Web Page dedicated to this project (www.schneider-electric.us/nwhelp) for FAQs, Chat, and downloadable documents.
2. Schneider Electric has a Customer Care Center (CCC) that is in operation Monday Through Friday from 8:00 am to 8:00pm Eastern time. (They can be reached as follows: Phone: 888-272-6841 enter code 985833#)
3. For processing an order for local service district to contact you for scheduling, please contact Schneider Electric, Product Support Services; via email at Charlotteservicesadmin@schneider-electric.com or phone toll free at 1-800-634-8730. (Use this contact to return Questionnaire confirming job site address and providing site contact name and number that our service offices can use to coordinate a date and time for the inspection and repair if necessary)

Please refer to PRB-208846 and the serial number (and the factory order number, if available) shown on the Information sheet (Attachment 2) when contacting Schneider Electric.

Sincerely,

Charlotte Field Services

Enclosures: Attachments 1, 2, 3, 4A, 4B and Business Reply Envelope



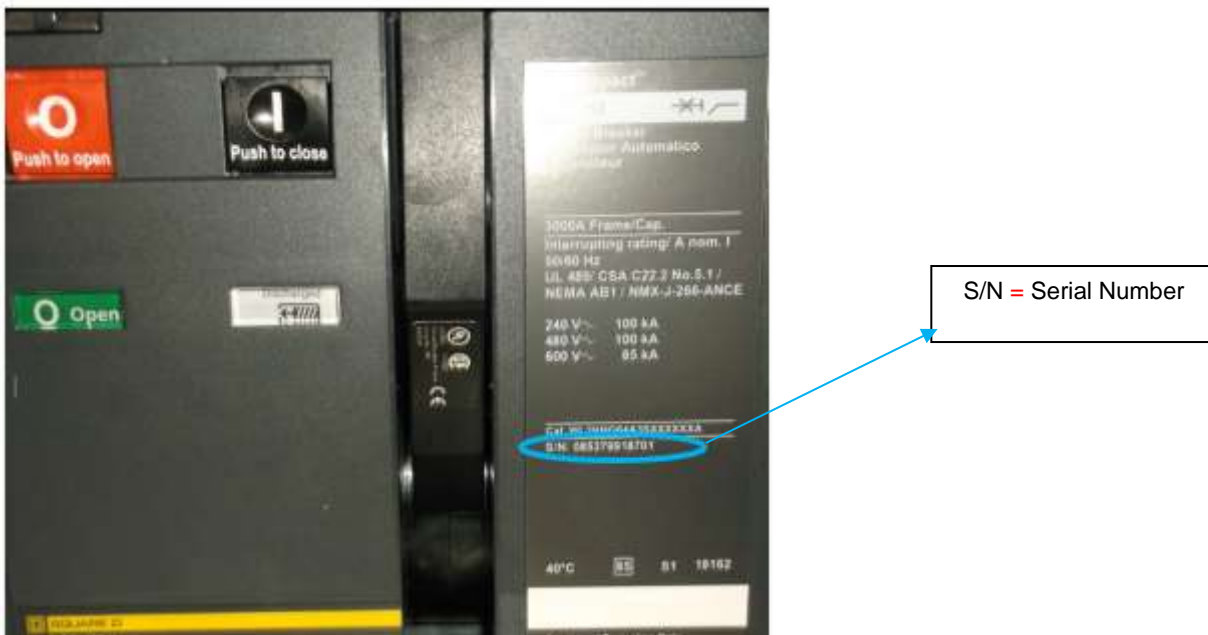
Attachment 1:

Illustration 1: Typical Photo of Master pact NW Circuit Breaker (3, 4 6 or 8 Pole) P 4P 6P 8P in fixed and draw-out versions



Masterpact NW Circuit Breaker Rating 800 to 6300A

Illustration 2: Identification of affected products (serial number S/N Location on Face of Circuit Breaker)



Note: If you have any questions regarding identification of breakers you can use the following contact Options.

NOTE: Please refer to PRB-208846 and the serial number (and factory order, if available) shown on the Information sheet (Attachment 2) when contacting Schneider Electric

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Attachment 2

**PRODUCT SAFETY NOTICE: PRB-208846:
INFORMATION SHEET & QUESTIONNAIRE RC119
PLEASE RETURN THIS FORM TO SCHNEIDER ELECTRIC COMPANY WITHIN THIRTY (30) DAYS**

TO: «ShipCo», «ShipAdd1», «ShipAdd2», «ShipCity», «ShipState», «ShipZipCode»
Attn: «ShipAttn»

Our records indicate that you were shipped the following **Masterpact NW Circuit Breakers Manufactured From August 18, 2016 to March 27, 2018 (Date Code 16321 (ie: 2016, week 32, day 1) to Date Code18132 (ie: 2018, week 13, day 2)).** The subject Breakers may be installed in Square D/Schneider Electric Low Voltage Equipment (PZ-4, QED-6, QED-2, QEDS, 6MCC), in OEM gear or as retrofit / retrofill units in older switch gear (Square D/ Schneider Electric or OEM's switchgear) ******this list is not all inclusive....Costa Mesa uses in PDUs, Rojo uses in other gear for their local market******

INFORMATION SHEET SECTION

SCHNEIDER ELECTRIC ORDER # «FOTrim»-«Item»
ADD'L INFORMATION: «Notes»
DISTRIBUTOR / OEM «PurchName», «PurchCity», «PurchState»
DISTRIBUTOR / OEM PO# «PurchPO»
SPECIAL MARKINGS (If any) «ShipSpecMkgs»

<u>Equipment Order number</u>	<u>Breaker serial number/ Catalog Number</u>	<u>Ship Date</u>
«FOTrim»-«Item»	«desc»	«ShipDate»
«FOTrim»-«Item»	«desc»	«ShipDate»
«FOTrim»-«Item»	«desc»	«ShipDate»

QUESTIONNAIRE

1. Please state your full name and title _____

2. **Please confirm your company name and address**
Company _____
Address _____
City _____ State _____ Zip Code _____

3. Please provide your: Phone number : () _____
Pager/mobile number : () _____
Email Address : _____

4. **Is this equipment installed at your place of business stated above?** ____Yes ____No
If yes, continue to #5. **If no, please identify where equipment is installed or to whom it has been sold.**
Company _____ Contact Name _____
Address _____ Phone : () _____
City _____ State _____ Zip Code _____ Fax : () _____

5. **Who will be the primary contact to arrange this service?**
Name _____ Company _____
Phone number () _____ Email: _____

6. Do you have specific requirements to access your site ? ie : Security, safety training ____Yes ____No ; if yes, please describe _____

6. This service **will** require complete de-energization of the equipment, if already in service(s). With this in mind, please indicate your preference for a day and time for service:
(Check all that apply) Mon____ Tue____ Wed____ Thu____ Fri____ Sat____ Sun____
(Check all that apply) 6am-12pm____ 12pm-6pm____ 6pm-12am____ 12am-6am____

7. Do you have a scheduled maintenance date pending? ____Yes ____No If yes, we will **attempt** to provide service at that time. State date/time of scheduled maintenance: _____ / _____ / _____ (AM/PM)
MM DD YY

Signature _____ Date _____
Print Name _____ Title _____

Additional Comments: _____

RC119-«FOTrim» **Return form to:** Schneider Electric via email at Charlotteservicesadmin@schneider-electric.com or Fax 1- 859-817-5018 or return via Business Reply Envelope included with mailing.



Attachment 4A

Recommended Actions for purchasers who have resold the equipment (Distributors / OEM / Panel-Builders):

1. Please Identify customers to whom you have sold the affected Masterpact NW Circuit Breakers within the affected date code range between 2016, week 32 and 2018, week 13 (inclusive) and/or serial numbers supplied to you on the information sheet (Attachment 2) of the mailing. For questions, please phone toll free at : 888-272-6841 enter code 985833#).

1.a) Notify your customers by mailing a copy of this Offer Safety Notice directly to your customer(s). Please complete enclosed Attachment 4B "User identification form" in order that we can update our records and return either via the business reply envelop, via fax to 859-817-5018 or email to CharlotteServicesAdmin@schneider-electric.com

OR

1.b) Within the next 30 days, provide Schneider Electric with a list of customers to whom you have sold these products or supplied equipment that contained the affected circuit breaker(s). We will use this information to contact the user directly. Please complete the enclosed Attachment 3B "User identification form" and return either via the business reply envelop, fax to 859-817-5018 or email to CharlotteServicesAdmin@schneider-electric.com.

This resale information is necessary to allow us to notify the end user customer directly. If Schneider Electric shipped product directly to any of your customers (based upon factory shipment records) then Schneider Electric notified these customers directly. (NOTE: If you have received a notice from Schneider Electric then we do not have the Resale information in our system)

If you are an authorized distributor of Schneider, we remind you of the obligation in your distribution agreement to supply us with point of sale information upon our request. Please consider this our request for point of sale information under the agreement.

If you do not notify your customers directly, we hereby request that you supply us with the names and addresses of your customers who may have purchased the suspect products by completing and returning resale information in the format shown on Attachment 4B



Attachment 4B:

End User Identification Form for Distributors /OEM/ Panel Builders)

REFERENCE: PRB-208846 – Masterpact NW / Mobile pole

- 1. Your name, company name and address:
 Full Name & Title _____
 Company Name: _____
 Company Address: _____
 City: _____ State _____ Zip Code _____
 Schneider Electric Acct. Number: _____
- 2. Please provide your: Office Phone number () _____
 Pager/mobile number () _____
 Email Address _____

Please check one box:

- I will notify our customers of this offer safety notice
- Please notify our customers of this offer safety notice; must provide a customer list
- Does not affect me; take me off the mailing list. (did not purchase or resell the product identified)

If you choose to have Schneider Electric notify your customers directly, please provide the below information for each customer. Data can be returned via email via spreadsheet (Excel), Word, or any other electronic form. (Attach additional sheets as needed.) Return either via the business reply envelope, fax to 859-817-5018 or email to CharlotteServicesAdmin@schneider-electric.com

Company Name		Company Name	
Contact Name/Phone #		Contact/Phone #	
Street		Street	
City		City	
State & Zip		State & Zip	
Factory Order number From Info sheet (Attachment 2) sent to you		Factory Order number From Info sheet (Attachment 2) sent to you	
Email	Cust PO#	Email	Cust PO#
Serial Number(s) resold to this customer/end user:		Serial Number(s) resold to this customer/end user:	

Signature _____ Date _____

Print Name _____ Title _____

Additional Comments: _____



Attachment 3: Safety instructions

Important Information

NOTICE

Read these instructions carefully, and look at the equipment to become familiar with the device before trying to install, operate, or maintain it. The following special messages may appear throughout this documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this symbol to a Danger or Warning safety label indicates that an electrical hazard exists, which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

DANGER
DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

WARNING
WARNING indicates a potentially hazardous situation which, if not avoided, can result in death or serious injury.

CAUTION
CAUTION indicates a potentially hazardous situation which, if not avoided, can result in minor or moderate injury.

NOTICE
NOTICE is used to address practices not related to physical injury.

PLEASE NOTE

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel.

No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and the installation, and has received safety training to recognize and avoid the hazards involved.

Safety instructions

DANGER
HAZARD OF ELECTRIC SHOCK, EXPLOSION OR ARC FLASH
<ul style="list-style-type: none"> ■ Apply appropriate personal protective equipment (PPE) and follow safe electrical work practices. See NFPA 70E, CSA Z462 or local equivalent. ■ This equipment must only be installed and serviced by qualified electrical personnel. ■ Unless specified otherwise in the maintenance procedures, all operations (inspection, test and preventive maintenance) must be carried out with the <u>circuit breaker (device and chassis) and the auxiliary circuits de-energised.</u> ■ <u>Checks to ensure that the circuit breaker is de-energised must be carried out on the upstream and downstream terminals.</u> ■ Always use a properly rated voltage sensing device to confirm power is off. ■ Install safety barriers and display a danger sign. ■ During the tests, it is strictly forbidden for anyone to touch the circuit breaker or the conductors while voltage is applied. ■ Before putting the equipment back into operation, it is mandatory to check that all connections are made with the correct tightening torque, the inside of the cabinet is clean, all devices, doors, and protective covers are in position and the circuit breaker is off (open position).
Failure to follow these instructions will result in death or serious injury.