



October 4, 2004

TO: Schneider Electric Canada Channel Partners

SUBJECT: AFI Circuit Breakers, Type QO, QOB, HOM and Stab-lok manufactured between March 1, 2004 and September 23, 2004

 **PRODUCT SAFETY NOTICE**
NOTICE OF POTENTIAL NONCONFORMING CONDITION

DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR ORGANIZATION

Schneider Electric Canada has become aware of a potential issue involving QO, QOB, HOM and Stab-lok AFI circuit breakers manufactured between March 1, 2004 and September 23, 2004. The arc interruption capability may become inoperable due to an internal component in the electronic detection circuit. High ambient temperature and humidity levels may accelerate this issue. If this condition exists, the breaker will not properly detect or interrupt a high resistance low current arcing fault. Short circuit and overload interruption capability continues to function properly.

Immediate Action Required for Product(s) in Your Inventory:

1. Check your inventory and determine if you have any product(s) in inventory that have the date codes in question. See Exhibits 1A and 1B to identify affected catalogue number(s) and date code(s).
2. Follow the standard procedures for returning product, i.e. contact your Customer Service Representative at 1-800-565-6699 to arrange for a return authorization.
3. After receipt of the appropriate paperwork from customer service, send affected product(s) to the address indicated on the forms. The completed Return Material Authorization Form must accompany all returned product.

Action Required for Product(s) You Have Sold/Shipped to End-Users:

For products that you have sold or that are installed, we request that you:

1. Prominently display a copy of this Product Safety Notice in your walk-up counter areas,
2. Provide us with a list of customers who may have purchased these products. Upon receipt of the list we will notify your customers directly.

We apologise for any inconvenience this may cause you. Should you have any questions, please contact your local Schneider Electric Canada sales representative.

Chris Reed
Product Engineering Manager
Lincoln Plant

Enclosure: Product Identification Information Action – Attachment 1A/1B
Recommended Action – Attachment 2



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ROV0/041004

ATTACHMENT 1A

PRODUCT IDENTIFICATION INFORMATION

Square D AFI Circuit Breakers

Product(s) affected by this Notice are marked with a date of manufacture (date code) of 0410* to 0439* on the carton, and CN, DN, EN, FN, GN, HN or JN on the product.

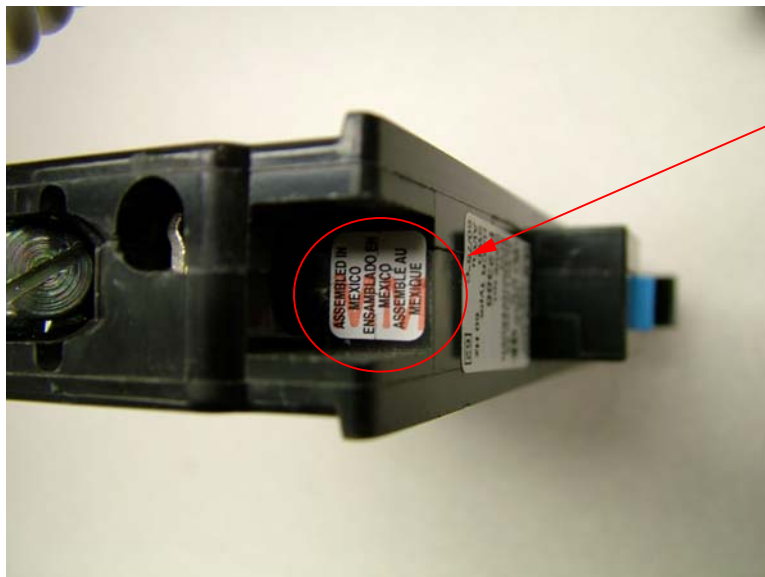
*The Square D carton date codes are generally 4 digits representing the year and the week. Some date codes may include a fifth digit representing the day of the week.

Catalogue Numbers

QO115AFI	QOB115AFI	HOM115AFI
QO120AFI	QOB120AFI	HOM120AFI
QO115VHAFI	QOB115VHAFI	QO115AFIC
QO120VHAFI	QOB120VHAFI	QO120AFIC



Carton Date Code
(4 digit – year/week)
(5 digit – year/week/day)



Breaker Date Code

ATTACHMENT 1B

PRODUCT IDENTIFICATION INFORMATION

Federal Pioneer AFI Circuit Breakers

Product(s) affected by this Notice are marked with a date of manufacture (date code) of 04101* to 04395* on the carton, and 0410 to 0439 on the product.

*The Federal Pioneer carton date codes are 5 digits representing the year, week and day.

Catalogue Numbers

NA15AFI	NA15AFICP
NA20AFI	NA20AFICP



Carton Date Code
(5 digit – year/week/day)



Breaker Date Code
(4 digit – year/week)



ATTACHMENT 2

RECOMMENDED ACTION

QO, QOB, HOM and Stab-lok AFI Circuit Breakers

DISTRIBUTOR:

1. Refer to Attachment 1A and 1B. Check your inventory and determine if you have the product(s) affected by this Product Safety Notice. These products must be returned to Schneider Electric Canada.
2. Contact the Customer Information Centre to obtain a Returned Material Authorization (RMA) number and shipping labels marked "Attention: AFI Recovery".
3. Return all product(s) that are affected by this Product Safety Notice to:

Schneider Electric Canada
Attn: AFI Recovery
3220 Caravelle Drive
Mississauga ON
L4V 1K9
4. All returned product(s) must be accompanied with the following:
 - a. Completed RMA form
 - b. RMA shipping labels
5. You will receive full credit for the products(s) returned by following the Standard Return Policy.
6. Order replacement products. Order fulfillment subject to product availability.

CONTRACTOR:

1. Refer to Attachment 1A and 1B. Check your inventory to determine if you have product(s) affected by this Product Safety Notice. Product(s) identified should be returned to your local Schneider Electric Canada distributor. Credit will be issued by the distributor for returned products affected by this Notice.
2. Contact Schneider Electric Canada at 1-800-565-6699 for additional information on product(s) that have been installed.

To ensure proper credit is received for returned product, all of the above actions must be completed.

Those products which are not listed in this notice are acceptable for use.

Questions regarding this return and replacement of affected products should be directed to the Customer Information Centre at 1-800-565-6699.