

DATE: January 30, 2002

TO: Schneider Electric Distributors

SUBJECT: Square D QO Loadcentres - Manufactured between October 23, 2001 and January 14, 2002.

PRODUCT INFORMATION NOTICE
NOTICE OF POSSIBLE UNSAFE CONDITION

100 Amp thru 225Amp QO Loadcentres with CSA marking

Schneider Electric has discovered a material non-conformance with respect to hardware used in certain 100 Amp thru 225 Amp QO Loadcentres with CSA markings manufactured between October 23, 2001 and January 14, 2002. This non-conformity involves the potential for a loose bolted connection on the neutral bar in the mains base assembly. If a loose neutral connection was to occur it may result in higher or lower voltages than normal on a single pole branch circuit(s). Therefore, a potential for **PROPERTY DAMAGE** exists for sensitive electronic equipment.

Stop all sales of the affected product immediately. In accordance with the recommended action on Attachment 1, all affected products in your inventory should be returned in a separate shipment to:

Schneider Electric Logistics Centre
3220 Caravelle Drive
Mississauga, ON., L4V 1K9

A complete list of products affected by this Product Notice are shown on Attachment 3. The products affected have date codes (first (5) digits only) of 01432X through 02031X. The date code is printed on the label located on the outside of the carton and on the product interior label as shown on Attachment 2.

This notice is applicable **ONLY** to the products shown on the Product listing (Attachment 3) with date codes (first (5) digits only) of 01432X through 02031X.

For products which are installed and products in inventory, we request: 1.) return of any of these products in your inventory, 2.) a copy of this Product Notice be prominently displayed in your walk-up counter areas, 3.) you provide us with a list of customers who may have purchased these products. Please fax your list to 1-877-752-8944 attention: QO Panel Recovery Coordinator. Upon receipt of the list we will notify your customers directly.

We apologize for any inconvenience this may cause you. Should you have any questions, please contact your local Channel Manager or the Customer Information Centre (CIC) at 1-800-565-6699. Your customers should contact the CIC directly.

Kent Haugh
Marketing Manager
Standard Distribution Equipment.

ATTACHMENT 1

RECOMMENDED ACTION

100Amp thru 225Amp QO Loadcenters with CSA Marking

Recommended Action:

1. If you are a distributor, check your inventory and determine if you have products affected by this Product Information Notice. See Attachment 3 for affected catalogue numbers.
2. If you are a contractor, check your inventory to determine if you have products affected by this Product Information Notice. See Attachment 3 to identify affected catalog numbers. Products identified should be returned to your local distributor.
3. Distributors should contact the Customer Information Centre (CIC) at 1-800-565-6699 to obtain a Returned Material Authorization (RMA) number and shipping labels marked, "Attention: QO Panel Recovery".
4. Return all product(s) that are affected by this Product Information Notice, as shown on Attachment 3, in a separate shipment, to:

Schneider Electric
Logistics Centre
3220 Caravelle Drive
Mississauga, ON., L4V 1K9

5. All returned product(s) must be accompanied with the following:
 - a. Completed RMA form
 - b. RMA Shipping labels
6. You will receive full credit for the products(s) returned.
7. Order replacement products.

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

Products not of the catalogue number or date code described on Attachment 3, or that have an orange sticker on the carton or on the product itself are **not involved** in this notification. Products that are not listed in this notice are acceptable for use.

Questions regarding the return and/or replacement of affected products should be directed to the Customer Information Centre (CIC) at 1-800-565-6699.

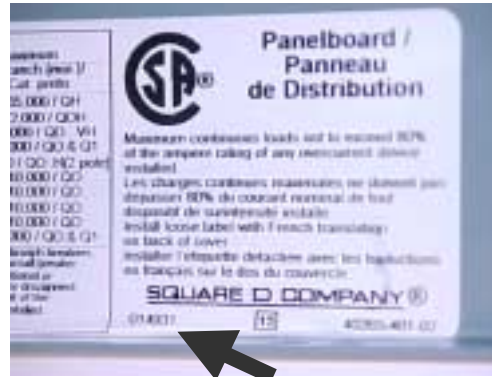
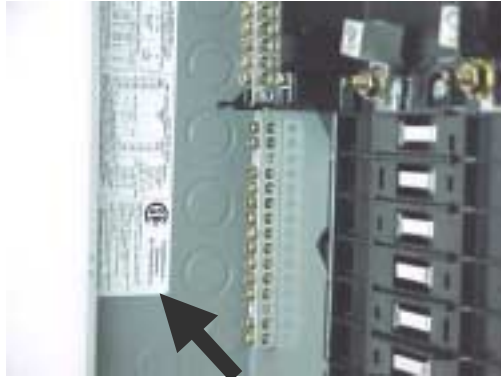
ATTACHMENT 2

PRODUCT INFORMATION

100Amp thru 225Amp QO Loadcenters with CSA Marking

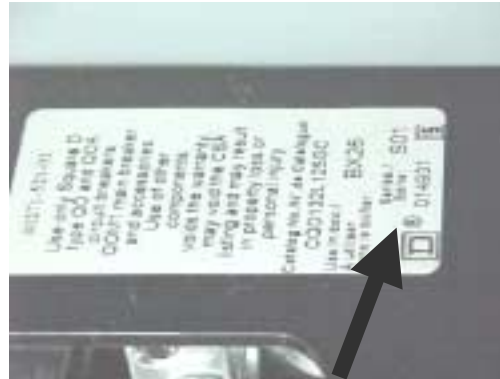
Products affected by this Product Information Notice were manufactured between October 23, 2001 and January 14, 2002.

The date of manufacture is marked on the product with date codes (first (5) digits only) of 01432X through 02031X. The date code is printed on the label located on the outside of the carton and on the product interior label as shown below.



Loadcentre Interior Label

(Date code located on label)



Loadcentre Interior Base Label

(Date code located on label)



Loadcentre Package Label

(Date code located on label)



Qwikpaks with orange sticker on carton label

Qwikpak cartons with the orange sticker shown in the picture above are not affected and are acceptable for use. Qwikpak cartons without the orange sticker should be returned in accordance with the procedure outlined in Attachment 1.

ATTACHMENT 3

PRODUCT LISTING

100Amp thru 225Amp QO Loadcentres with CSA Marking

Manufactured between October 23, 2001 and January 14, 2002

Affected Date Code:

01432X through 02031X

Product Catalogue Number	Product Code Number
CQO112L100GC	84122
CQO112M100C60	19532
CQO116L100GC	84772
CQO116L100GRB	86789
CQO116M100C60	21156
CQO116M100C100	19533
CQO116M100RB100	20663
CQO124L125GC	84789
CQO124L125GRB	86803
CQO124M125C100	19538
CQO124M125C60	19534
CQO124M125RB100	20664
CQO132L125GC	86755
CQO132L200GC	86756
CQO132M125C100	19540
CQO132M125C125	19547
CQO132M200C	86758
CQO14064M200C	86759
CQO140L125GC	86762
CQO140L200GC	86764
CQO140L200GRB	86812
CQO140M125C100	19551
CQO140M150C	73761
CQO140M200C	86769
CQO142L225GC	86774
CQO142M200C	86776
CQO160L225GC	86777
CQO160M200C	86778
CQO18M100C60	19531
CQO18M100RB60	20662
QO312ML1	75105
QO312ML1RB	75106
QO320ML1	75107
QO320ML1RB	75108
QO320MB100	75109
QO324ML2	75110
QO330ML2	75111
QO330ML2RB	75112
QO342MB200	75115
QO342ML2	75113
QO342ML2RB	75114
QON112L200I	91176

QwikPak Product Catalogue Number	Product Code Number
QP24100	72103
QP32100	72110
QP40100	72111
QP32125	72132
QP40150	72133
QP40150Q	73443
QP40200	72136
QP40200Q	73713
QP4064200	72141
QP4064200Q	73714
QP60200	72142
QP60200Q	73715