



PRODUCT SUPPORT SERVICES
8848 Red Oak Blvd., Suite A, Charlotte, NC 28217 PHONE 800-634-8730 FAX 859-817-5018

DATE: 08/28/2013
TO: All Direct Distributor/OEM Customers of Schneider Electric
SUBJECT: FA, FH, FI, FY (1, 2, & 3 Pole, 15-100A) & KI (2 & 3 Pole, 110 – 250A) Circuit Breakers



OFFER SAFETY ALERT

WARNING OF POTENTIAL UNSAFE CONDITION

Deliver Immediately to Responsible Person

Schneider Electric has identified a potential nonconformance with FA, FH, FI, FY (1, 2 and 3 Pole Circuit Breakers, 15A to 100A) manufactured from May 8th, 2013 through June 10th, 2013 (date codes 13193 – 13241 inclusive) – Revised Date Code Range and KI (2 and 3 Pole Circuit Breakers, 110 – 250A) manufactured from May 2, 2013 through June 21, 2013 (date codes 13184 – 13255 inclusive) built to the UL489 circuit breaker standard.

FA, FH, FI, FY & KI Circuit Breakers built to the UL489 standard may have a nonconforming latch in the mechanism. If the latch is nonconforming, there is a risk that the circuit breaker will not trip on an overload condition. This will result in the potential for **PROPERTY DAMAGE AND PERSONAL INJURY**. We are committed to offer you the highest level of reliability in products you purchase from Schneider Electric. Hence the decision was made to replace these products.

We have identified a process nonconformance from our supplier as the root cause of the potential problem. Products (Catalog Numbers) affected by this Offer Safety Alert begin with FA, FH, FI, FY, & KI. (See Attachment 1 for information on how to identify the catalog number and date code of the affected products). **Included in this mailing is a list of products purchased by your company that are affected by this notice.**

All affected products in your inventory should be returned to Schneider Electric in accordance with the recommended actions on Attachment 2.

For products which are installed, we request: that you either:

- a) Notify your customers directly of this issue or;
- b) Provide us with a list of your customers (Company Names with complete addresses) who may have purchased these products and Schneider Electric will notify your customers upon receipt of your “sold to” list.

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 if you do not notify your customers directly pursuant to (a) above. 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 using Attachment 3.

We apologize for any inconvenience this may cause you. Please contact Schneider Electric Services, Product Support Services, at 1-800-634-8730 or 704-571-6020 if you have any questions. Please refer to Project RC104 when calling.

Sincerely,

Ken Clayton

Ken Clayton, PE

Schneider Electric Services – Project Manager ken.clayton@schneider-electric.com

Enclosures: Attachment 1& 2 (For additional information & actions needed)

 List of Products shipped by Schneider Electric

 Business Reply Envelope

Attachment 1: (Page 2 of 2)

REFERENCE:

RC104 FA, FH, FI, FY (1, 2, and 3 pole, 15-100 Amp) and KI (2 and 3 pole, 110 – 250 Amp) Circuit Breakers

How to identify affected Breakers (Catalogue Number/ Ampere Rating & Manufacturing date code Location)

Note: Location of Date Code on Packaging /Carton Label. (See illustration below).



Packaging Label

How to read Date Code:

The F and K frame breaker date code contains production date with the year, week and day in the week: YYWWD

Example: 13184 = Year 2013, week of year 18, day of week 4 (Thursday)

Affected date codes (inclusive): FA, FH, FI, FY (1, 2 and 3 Pole Circuit Breakers, 15A to 100A) manufactured from May 8th, 2013 through June 10th, 2013 (date codes 13193 – 13241 inclusive) – **Revised Date Code Range** and KI (2 and 3 Pole Circuit Breakers, 110 – 250A) manufactured from May 2, 2013 through June 21, 2013 (date codes 13184 – 13255 inclusive).

Please contact Schneider Electric Services, Product Support Services, at 1-800-634-8730 or 704-571-6020 if you have any questions. Please refer to Project RC104 when calling.



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REFERENCE:

RC104 FA, FH, FI, FY (1, 2, and 3 pole, 15-100A) and KI (2 and 3 pole, 110 – 250A) Circuit Breakers

ATTACHMENT 2
RECOMMENDED ACTIONS

Recommended Action for Distributors / OEM's:

1. Check your inventory and determine if you have products involved in the Offer Safety Alert. Circuit breaker catalog numbers beginning with FA, FH, FI, FY (1, 2 and 3 Pole Circuit Breakers, 15A to 100A) manufactured from May 8th, 2013 through June 10th, 2013 (date codes 13193 – 13241 inclusive) – Revised Date Code Range and KI (2 and 3 Pole Circuit Breakers, 110 – 250A) manufactured from May 2, 2013 through June 21, 2013 (date codes 13184 – 13255 inclusive).
2. Contact the Schneider Electric Customer Information Center (CIC) at 888-778-2733 (then select menu option number 2) and use the standard return procedure to obtain a Returned Material Authorization (RMA) number and refer to Project **RC104**
3. Return all product(s) that are affected by this Product Safety Notice as shown above.
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 of the products(s) returned by using the established/Standard Return Policy.
6. Order Replacement products.
7. To ensure proper credit is received for returned product, all of the above actions must be completed.
8. Please complete the end user identification sheet (Attachment 3) for any products no longer in your possession.

Recommended Action for Contractor or End User (Industrial / Commercial/ Utility End Users):

1. If you are a contractor or end user, check your inventory to determine if you have products affected by this Offer Safety Alert. Circuit breaker catalog numbers beginning with FA, FH, FI, FY (1, 2 and 3 Pole Circuit Breakers, 15A to 100A) manufactured from May 8th, 2013 through June 10th, 2013 (date codes 13193 – 13241 inclusive) – Revised Date Code Range and KI (2 and 3 Pole Circuit Breakers, 110 – 250A) manufactured from May 2, 2013 through June 21, 2013 (date codes 13184 – 13255 inclusive).
2. Products identified must be returned to Schneider Electric Company. To return material, please contact your distributor.
3. If the breaker(s) is/are installed, please order new replacement items from your distributor. After changing the affected breaker(s), return the old breakers to your Schneider Electric distributor for full and complete credit.

If you do not have qualified personnel you must hire a local electrician to perform the upgrade. Schneider Electric will reimburse you for your maintenance department's / electrician's Time/Labor to install the new device(s) up to a maximum of \$300 for the total number of devices installed at a site address. (For reimbursement we will require a bill/invoice be submitted showing site address where breakers are installed, labor time expended along with the electrician's hourly rate, and a copy of the paperwork indicating the return of the affected breakers to a Schneider Electric distributor. If you do not have a Schneider Electric account number please submit a W9 form in order for our accounting department to issue a reimbursement check. If your invoice is expected to exceed the \$300 maximum reimbursement rate please contact Schneider Electric Services, Product Support Services, at 1-800-634-8730 or 704-571-6020 to discuss possible approval of additional expenses prior to work being performed. Please refer to Project **RC104** and identify the Distributor who supplied the original breakers when calling.

Attachment 3

PROJECT RC104 USER IDENTIFICATION FORM FOR DISTRIBUTORS / OEM's

Reference: Breakers catalog numbers beginning with FA, FH, FI, FY (1, 2, & 3 Pole, 15-100A) and KI (2 & 3 Pole, 110 – 250A) with UL Marking
 Built to the UL489 standard, FA, FH, FI, FY (1, 2 and 3 Pole Circuit Breakers, 15A to 100A) manufactured from May 8th, 2013 through June 10th, 2013
 (date codes 13193 – 13241 inclusive) – **Revised Date Code Range** and KI (2 and 3 Pole Circuit Breakers, 110 – 250A) manufactured from May 2, 2013
 through June 21, 2013 (date codes 13184 – 13255 inclusive)

Products (Catalogue Numbers) affected by this Product Information Notice begin with FA, FH, FI, FY and KI.

DISTRIBUTOR / OEM NAME: _____ ACCOUNT NUMBER: _____

NAME OF PERSON REPORTING: _____ PHONE NUMBER: (_____) _____

DATE COMPLETED: _____

CONTRACTOR / END USER INFORMATION

<u>QTY</u>	<u>CATALOG DATE</u>	<u>CONTRACTOR/USER</u>	<u>CONTRACTOR/ END USER</u>	<u>JOB</u>	<u>CONTACT</u>	<u>TELEPHONE</u>
	<u>NUMBER</u>	<u>SHIPPED</u>	<u>P.O. NUMBER</u>	<u>NAME & MAILING ADDRESS</u>	<u>NAME</u>	<u>NAME</u>

Provide additional pages if necessary.

PLEASE RETURN COMPLETED FORM TO: **Schneider Electric Services**
ATTN: Product Support Services
8848 Red Oak Blvd, Suite A
Charlotte, NC 28217-5519

OR FAX COMPLETED FORM TO: +1-859-817-5018 or email to CharlotteServicesAdmin@schneider-electric.com

Please contact Schneider Electric Services, Product Support Services, at 1-800-634-8730 or 704-571-6020 if you have any questions. Please refer to Project RC104 when calling.