

DATE: October , 2020

TO: All Distributors, Installers & Users of Schneider Electric Products

FROM: Schneider Electric Recovery Administration

SUBJECT: Surgelogic™ NQ SurgeLoc™ Surge Protection Device.

Ref.: PRB-201046

 **PRODUCT SAFETY NOTICE**
NOTICE OF POTENTIAL UNSAFE CONDITION

PLEASE DELIVER IMMEDIATELY TO THE RESPONSIBLE PERSON IN YOUR ORGANIZATION

Dear Valued Customer,

Schneider Electric is committed to delivering high quality products to our customers. As part of our ongoing quality monitoring process, we detected a potential issue that may affect Surgelogic™ NQ SurgeLoc™ Surge Protection Device.

The affected surge protection devices may potentially experience an arc event, which may result in **PROPERTY DAMAGE AND PERSONAL INJURY**. Hence the decision was made to replace the product in the field.

This letter is to inform you of these risks and outline actions needed to ensure the proper identification and replacement of the affected products.

All immediate necessary corrective actions have already been implemented at Schneider Electric manufacturing plants and product adaptation locations to prevent this issue being repeated.

To identify a potentially affected Surgelogic™ NQ SurgeLoc™ Surge Protection Device using the device catalogue number, please refer to Attachment 1.

Any customer who has identified a potentially affected Surge Protection Device(s) should immediately stop using the device.

If you are a Consumer:

1. If you have a branch disconnector, turn off branch disconnector, verify the surge protection display / LED is off, then lock out the branch disconnector.
2. If you have a direct Bus Connection, a qualified electrician must remove the product and install blank filler plates (12) (NQFP15 Kit). See Attachment 4 before working on or around the electrical equipment.

If you are a Schneider Electric Partner or Electrical Contractor:

- A. If the equipment is still at your facilities, please complete the enclosed Attachment 2 "Information sheet & Questionnaire" and return to the Recovery Admin Team at any of our addresses noted below. Upon receipt of this completed form we will contact you to discuss a field replacement.
- B. If you a contractor who has already sold and installed the equipment, please complete the enclosed Attachment 3 "End User Identification Form" and return to the Recovery Admin Team at any of our addresses noted below.

- C. If you do not notify your customers directly, we hereby request that you supply us with the name(s) and address(es) of your customer(s) who may have purchased the suspect products by completing and returning resale information in the format shown on Attachment 3. We will contact you to discuss the replacement of each Surgeloc device, if you will perform the replacement of the device(s).
- D. Repair and replacement options include:
- i. Externally mounted Surge Protective Devices (i.e., Square D XDSE or ASCO 440)
 - ii. Remove the SPD product and install blank filler plates (NQFP15 Kits)

If you are an end user:

Please verify the location of the Surge Protection Device(s) in your facility then complete enclosed Attachment 2 "Information Sheet & Questionnaire" and return to the Recovery Admin Team at the addresses listed below. This information is critical to ensure that we have the correct site address and site contact details.

If you are not able to determine if your Surge Protection Device is potentially affected, contact our Recovery Admin Team at 1-877-672-1953.

Our records indicate we have shipped one or more of these affected devices to your location. Please see the listing in Attachment 2 below for your order information. Once we receive your response, we will remove you from further mailings on this subject.

We regret any inconvenience this may cause you and thank you for your prompt assistance in this matter. Should you have any questions about this process, please contact Schneider Electric Recovery Administration team at 1-877-672-1953.

More information can be found at se.com/us/surgeloc-safetynotice or using the following QR Code:



Yours faithfully,

Schneider Electric Recovery Administration

Phone: 1-877-672-1953

Fax: 1-401-792-2355

Email: Schneider-recovery.canada@se.com

Enclosures:

Attachment 1 – Product Identification

Attachment 2 - Information Sheet & Questionnaire (PRB-201046)

Attachment 3 - End User Identification Form

Attachment 4 – Safety instructions for any intervention

Attachment 1: Product Identification



Surgelogic™ SurgeLoc

Identification of affected products on face of Surgelogic™ NQ SurgeLoc™ Surge Protection Device

Voltage	Surge Current Rating	NQ Panelboard Units—SurgLoc [10]
		Cat. No.
120/240 V, 1-phase, 3-wire + ground	80 kA	SSP01BIA08PBQ1
	100 kA	SSP01BIA10PBQ1
	120 kA	SSP01BIA12PBQ1
	160 kA	SSP01BIA16PBQ1
	200 kA	SSP01BIA20PBQ1
	240 kA	SSP01BIA24PBQ1
208Y/120 V, 3-phase, 4-wire + ground [11] [12] Wye	80 kA	SSP02BIA08PBQ1
	100 kA	SSP02BIA10PBQ1
	120 kA	SSP02BIA12PBQ1
	160 kA	SSP02BIA16PBQ1
	200 kA	SSP02BIA20PBQ1
	240 kA	SSP02BIA24PBQ1
240Y/120 V, 3-phase, 4-wire + ground High-leg Delta	80 kA	SSP03BIA08PBQ1
	100 kA	SSP03BIA10PBQ1
	120 kA	SSP03BIA12PBQ1
	160 kA	SSP03BIA16PBQ1
	200 kA	SSP03BIA20PBQ1
	240 kA	SSP03BIA24PBQ1

Attachment 2: INFORMATION SHEET & QUESTIONNAIRE (PRB-201046)

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 **Surgeloc™ NQ SurgeLoc™ Surge Protection Device(s)**

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»

Equipment Order number Catalog Number

«FOTrim»-«Item» «desc»
 «FOTrim»-«Item» «desc»
 «FOTrim»-«Item» «desc»

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)

Return completed form both pages via email or Fax noted on next page

Attachment 3: End User Identification Form for Distributors /OEM/ Panel Builders)

REFERENCE: PRB-201046

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 product safety notice
 Please notify our customers of this product 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 spreadsheet (Excel), Word, or any other electronic form. (Attach additional sheets as needed.)

Return by email to Schneider-Recovery.Canada@se.com or by Fax to 1-401-792-2355

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 4: Safety instructions for any intervention**⚠ DANGER****HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH**

- Apply appropriate personal protective equipment (PPE) and follow safe electrical work practices. See NFPA 70E or CSA Z462.
- This equipment must only be installed and serviced by qualified electrical personnel.
- Turn off all power supplying this equipment before working on or inside equipment.
- Always use a properly rated voltage sensing device to confirm power is off.
- Replace all devices, doors and covers before turning on power to this equipment.
- This equipment must be effectively grounded per all applicable codes. Use an equipment-grounding conductor to connect this equipment to the power system ground.

Failure to follow these instructions will result in death or serious injury.

⚠ CAUTION**LOSS OF BRANCH CIRCUIT POWER/LOSS OF SURGE SUPPRESSION**

- Ensure that the branch circuit breaker or fuse trip characteristic has been coordinated with the overcurrent components inside the Surge Protective Device
- Perform periodic inspection of the Surge Protective Device status indicator lights as part of the preventative maintenance schedule.
- Promptly service the Surge Protective Device when an alarm state exists.
- Use dry contacts to signal an alarm state to the central supervisory system for unmanned, inaccessible, or critical installations.
- Use multiple Surge Protective Devices to achieve redundancy for critical applications.

Failure to follow these instructions can result in injury or equipment damage.

⚠ CAUTION**LOSS OF SURGE SUPPRESSION**

- Do not energize the Surge Protective Devices until the electrical system is completely installed, inspected, tested, and all conductors have been connected and functional, including the neutral.
- Verify the voltage rating of the device and system before energizing the Surge Protective Device.
- Perform high-potential insulation testing, or any other tests where Surge Protective Device components will be subjected to voltages higher than their rated turn-on voltage, with the neutral and Surge Protective Device disconnected from the power source.

Failure to follow these instructions can result in injury or equipment damage.