

DATE: October 9, 2020

TO: All Distributors of Schneider Electric Products

FROM: Schneider Electric Recovery Administration

SUBJECT: Surgelogic™ NQ SurgeLoc™ Surge Protection Devices

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 Devices.

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 "Product Identification".

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

Our records indicate we have shipped one or more of these affected devices to your location. Please see the listing in Attachment 4 "Order Information Form" below for your order information. 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 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 2.

Please take the following recommended actions:

1. Notify your customers by mailing a copy of this Product Safety Notice directly to your customer(s). Please complete enclosed Attachment 2 "End User Identification Form" in order that we can update our records and return the form to the Recovery Admin Team at any of our addresses noted below.

OR

2. 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 Surge Protection Device(s). We will use this information to contact the user directly. Please complete the enclosed Attachment 2 "End User Identification Form" and return to the Recovery Admin Team at any of our addresses noted below. This information is necessary to allow us to notify the customers directly.

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

Attachment 3 – Safety instructions for any intervention

Attachment 4 – Order Information Form

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: 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 3: 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.

Attachment 4: ORDER INFORMATION FORM - Surgelogic™ NQ SurgeLoc™ Surge Protection Device PRB-201046

Company Name: (Company Name)

City: (City)

Our records indicate that you were shipped the following orders:

Please fill out the appropriate boxes with customer information.

Qty	Purchaser Name	Ship date	Part Number	Purchaser ID	Q2C Number & Line Item

If you have NO information concerning these products, please sign and date in the spaces provided below:

Signature

Date

Name (printed)

Company

Please return this form: via email to Schneider-recovery.canada@se.com or by Fax to 1-401-792-2355.