

SurgeLoc™ Surge Protection Device (PRB-201046)

Frequently Asked Questions

1) What offers and product ranges are impacted?

SurgeLogic™ NQ SurgeLoc™ Surge Protective Devices (SPDs), Square D NQ Panelboards with Surge Protective Devices, and Square D I-Line NQ Combo Panelboards with branch mounted Surge Protective Devices.

2) What Surge Protection Devices are potentially affected?

SSP01BIA references	SSP02BIA references	SSP03BIA references
SSP01BIA08PBQ1	SSP02BIA08PBQ1	SSP03BIA08PBQ1
SSP01BIA10PBQ1	SSP02BIA10PBQ1	SSP03BIA10PBQ1
SSP01BIA12PBQ1	SSP02BIA12PBQ1	SSP03BIA12PBQ1
SSP01BIA16PBQ1	SSP02BIA16PBQ1	SSP03BIA16PBQ1
SSP01BIA20PBQ1	SSP02BIA20PBQ1	SSP03BIA20PBQ1
SSP01BIA24PBQ1	SSP02BIA24PBQ1	SSP03BIA24PBQ1

3) What is the date code range affected by this potential safety issue?

a) All Commercial References listed above are potentially affected. Date code is irrelevant.
For guidance, these products were sold beginning in 2013.

4) When was this issue detected?

The first event of a non-contained arc event was reported in August 2020. The product was immediately put on hold while the issue was investigated to determine if there was a risk of personal injury or property damage. Customer containment activity began shortly after an investigation confirmed a potential risk of personal injury or property damage.

5) Can I continue to use my Surge Protection Device, if inspected?

No, affected devices need to be taken out of service and replaced.

6) What is the potential safety concern?

There is a small possibility that there could be overheating inside the device. A thermal event on SurgeLoc can potentially lead to an internal short circuit, which may cause an arc flash. The panelboard enclosures are not intended to contain arc flash.

7) What type of risk exposure does this cause my facility or staff?

The occurrence is very low, and the risk is reduced if products are in a separate electrical room. However, affected devices need to be taken out of service and replaced.

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8) What action should I take at this time?

- a) *You should locate any of these devices which you have sold/installed/in use, and then refer to your customer notification letter on who to contact within Schneider Electric*
- b) *If the SPD is directly connected to the panel busbars, or to a shared breaker, it should be removed.*
- c) *If the SPD is connected through a dedicated circuit breaker within the panel, the breaker should be turned to the "OFF" position. This circuit breaker should be locked off.*

9) I've just received my shipment and it has an affected Surge Protection Device installed, what should I do?

You should remove it and return it prior to installation or energization. This will leave spaces in the deadfront shield which should be covered with filler plates (NQFP15). You will receive credit and can apply that credit to replace the device with a new SPD or with an alternative Schneider or ASCO SPD. Filler plates TBD.

10) What is the direction for projects being quoted today with this impacted offer?

Some project specifications may require Internal SPDs in 240 Vac maximum panelboards, and externally mounted SPDs are not acceptable.

• There are currently three options to quote 240 Vac maximum panelboards with internally mounted SPDs:

- a) *If the panelboards will not be needed for several months, you may quote NQ Panelboards with 12 prepared spaces to enable the installation of new SurgeLoc SPDs when they are available.*
- b) *You may quote NF Panelboards with internal SPD.*
- c) *You may quote I-Line NQ Combo Panelboards with an I-Line mounted SPD.*

11) The NQ Panelboards I ordered with internally mounted Surge Protective Devices (SPDs) are currently on Shipment Hold. How may I obtain NQ Panelboards with SPDs now?

- a) *You may remove the internally mounted SPDs from the affected de-energized NQ Panelboards and add comparable externally mounted SPDs.*
- b) *If your customer will not need Surge Protection in these panelboards for several months, you may replace the internally mounted SPDs in each NQ Panelboard with 12 prepared spaces. New NQ SurgeLoc SPDs can be installed when they are available.*

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12) I placed orders for NQ Panelboards with SurgeLoc SPDs for delivery in 2021 or later, what action should I take on those orders?

No action is required at this time. Schneider Electric will communicate the availability of new SurgeLoc SPDs later this year.

13) How will my project price be affected if I agree to remove SurgeLoc SPDs from quoted/ordered NQ Panelboards and replace them with one of the recommended externally mounted SPDs?

The sum of the net price of the NQ Panelboards and the recommended external surge protective devices should be no more than the authorized net price of the NQ Panelboards with SurgeLoc SPDs.

14) I previously quoted projects containing NQ Panelboards with SurgeLoc SPDs. What should I do with those proposals?

If you will need to convert the order in the next few months, please change the proposal to quote one of the following options:

- a) Remove the SurgeLoc SPDs from the NQ Panelboards and quote a comparable externally mounted SPD.*
- b) Remove the SurgeLoc SPDs from the NQ Panelboards and replace them with 12 prepared spaces for future field installation of a new SurgeLoc SPD, when they are available.*
- c) Replace the NQ Panelboards with SPDs with either NF Panelboard with SPDs or I-Line NQ Combo Panelboards with I-Line mounted SPDs. Please note that these will typically be larger, and more expensive.*

15) I've replaced the SPD product with a competitor's model, how do I get reimbursed?

The replacement units covered under the recall are Square D or ASCO brand.

16) If I buy an external SPD, will Schneider pay for it?

An external Schneider (ASCO/Square D) SPD can be chosen as the replacement device and will be covered as part of the remediation. An invoice will be issued with the replacement SPD. Once it is removed from the enclosure, you will need to return the SurgeLoc SPD to Schneider Electric. Credit will then be issued against this invoice when the SurgeLoc is returned.

17) When will I be able to quote NQ panelboards with internal SPDs?

The Panelboard Product Selectors will be updated to show the NQ SurgeLoc available to be quoted when we have passed UL testing. We expect this to be available for quotation in Schneider Electric Advantage following UL approval, expected in late 2020. The new design of this product will be available for shipments in the first half of 2021.

18) Will the new surge have the same footprint as the old?

Yes

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19) Is there an ASCO internal solution?

No, we have explored the available products as options. ASCO external units can be used as a substitute.

20) What is the process for me (contractor) to get scheduled?

The replacement unit will need to be ordered and scheduled for delivery. The contractor will need to schedule with the site based on the product arriving and site schedule requirements.

21) Where can I find information about the Offer Safety Alert?

There will be a distributor letter made available, as well as a customer letter, which will contain information on the Offer Safety Alert. Other information should be here in these FAQs.

22) What will Schneider do to fix this?

We are offering to provide a redesigned SurgeLoc replacement device, when made available in first half of 2021.

23) Will Schneider be paying for all replacement and repair costs?

Please arrange for the installing contractor to contact our recovery team. We will provide a replacement device at no cost and reimburse market rate labor expenses to do the replacement. Please contact Schneider Electric Recovery Administration team at 1-877-672-1953 to discuss.

24) Will I be receiving a replacement Surge Protection Device?

If you arrange with your installing contractor – they will purchase and install one for you. A replacement unit will need to be ordered as part of the normal RMA process, with credit issued upon return of the recalled SPD.

25) When will I receive a replacement Surge Protection Device?

This will depend on the decision of which replacement product is desired by the customer based on the installation. External mounted SPDs (i.e. Square D XDSE or ASCO 440) will be able to be delivered with normal lead times, typically 1-2 weeks after ordering. For internally mounted SPDs, the redesigned SurgeLoc will be made available in first half of 2021. You can work with your contractor to schedule the replacement as soon as possible.

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26) Are there any alternate engineered solutions?

Yes. The SurgeLoc is designed to be mounted internally to the NQ panel, or the NQ section of an I-Line combo panel. Alternate offers include our externally mounted SPDs (“XDSE”). For most installations the Square D XDSE product is the appropriate substitution, and in some cases the ASCO 440 may be preferred depending on the customer requirements. Other products such as the ASCO 460 or 425 may be suitable, or the Square D EMA/HWA offer as well. Some of these other alternates may have a longer lead time for availability so we are typically recommending the XDSE or 440. These are externally mounted and can be connected directly to the panel busbars or fed with a dedicated circuit breaker (30A typical – breaker rating is not limited to 30A).

27) What externally mounted SPDs are recommended for flush mount applications?

The Square D XDSE and ASCO 440 can be flush mounted, using a flush mounting kit. The flush mounting kit is an accessory and purchased separately. This option would be a covered expense.

28) Who will perform the service to replace the Surge Protection Device?

A qualified electrician will be needed to disconnect power prior to performing the replacement work. We suggest using the contractor who installed the original panel. However, the end user may have qualified staff, or another contractor they prefer.

29) If I accept a new Engineered Solution, who will perform the work?

A qualified electrician will be needed to disconnect power prior to performing the replacement work within the panel. We suggest using the contractor who installed the original panel. However, the end user may have qualified staff, or another contractor they prefer.

30) Will this de-energize my panel?

Yes, during the removal of the existing SPD and the installation of the replacement, the panel needs to be de-energized.

31) Will this product be obsoleted?

Yes, impacted commercial references will be obsoleted. There will be new commercial references for the units when the redesign is available

32) What is the timeline for the redesign of this impact offer?

First half of 2021

33) Will the redesign still have internally mounted units?

Yes, the redesign is a direct replacement for the affected devices.

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34) What is the direction for projects being quoted today with this impacted offer? How should I manage existing projects or quotes for customers that require internal SPDs with no exception?

1. *For a quote which needs to be shipped in 2020, we will only be able to offer the NF/I-line version of the internal SPD. Work with the pricing team to stay competitive on the project*
2. *For a project which will be shipping in the first half of 2021 or beyond, you should be able to use the new version of the NQ SurgeLoc.*

35) How will this affect the product warranty?

The warranty is based on the date code of the surge protection unit, so the warranty period restarts when the replacement surge protection is manufactured.

36) What is the solution if there is no wall space to externally mount an SPD?

Not all installations will have space for the externally mounted SPD and therefore such is not an option. Consider upstream feeder locations, above/below and the side of the panel. As a temporary option, the Square D SDSA or ASCO 420 product may fit into a small place until the SurgeLoc is available. In this case, we suggest the SurgeLoc as the program covered replacement.

37) When replacing the existing SurgeLoc will the replacement be equal to or greater than the value of the installed SurgeLoc?

The replacement unit will provide equal or higher surge current ratings (kA) relative to the SurgeLoc.

38) What are the options if the customer needs internally mounted SPD?

SurgeLoc is the only internally mounted option in the NQ panel.