

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

What is the issue? _____	2
Response to safety concerns: _____	2
Where can I find information about the Safety Alert? _____	2
How will this affect the product warranty? _____	2
What offers and product ranges are affected? _____	3
Do occupants have to vacate their homes? _____	4
How will this impact new home closing or occupancy? _____	5
I see the term “recall” in the letters and on the website; is this a true recall? Does the unit need to be removed and returned? _____	5
Why is the SKU list on the CPSC website different than what is in the letter? _____	5
After affected load centers are remediated, are they still CSA and UL certified? _____	5
Is it safe to stay in my home after the remediation is completed? _____	6
What is the difference between the first “Stop Sale Letter” dated March 18, 2022 and the second “Stop Sale Letter” dated March 24, 2022? _____	6
What is the direction for projects being quoted today with the affected offer? _____	6
What actions should I take at this time? _____	7
I’m a homeowner. How can I identify the date code on an indoor installed load center? _____	7
I’m a homeowner. How can I identify the date code on an outdoor installed load center? _____	9
I have an affected unit; what do I do now? _____	10
I’m a distributor/contractor with one or more QO™ Plug-On Neutral Load Centers. What should I do? _____	11
I’m a contractor. What is the date code range affected by this potential safety issue? _____	11
I’m a contractor. If the plant code on my packaging is not Plant 15, is that product affected, and do I need to quarantine it? _____	12
I’m a contractor with potentially affected product that has been installed. _____	12
What is the remediation plan? _____	12
Who will perform the required remediation? _____	12
Who will pay for remediation? _____	12
I’m a distributor/contractor. What are my options for affected inventory (not installed)? _____	13
If I return products, what is the turnaround time for replacement? _____	13
I’m a contractor. How can I identify the date code on the interior of an installed load center? _____	14

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

What is the issue?

Schneider Electric issued this product safety alert because there is a potential for a loose neutral connection in some QO™ Plug-On Neutral Load Centers and Interiors.

The floating neutral may cause abnormal voltage fluctuations (higher or lower than rated voltage (i.e. 120v, 240v) on installed circuits. The actual voltage supplied to installed circuits may vary depending on connected loads. In cases where higher than normal voltage is supplied, loads may be damaged due to heat.

Other symptoms of a loose neutral connection may include:

- Fluctuating lights (Brighter or dimmer than normal)
- Abnormal operation of connected loads,
- Tripped electronic breakers that cannot be reset.

Homeowners: If a loose neutral connection is suspected, contact a qualified electrician to inspect the electrical distribution system.

Response to safety concerns:

Schneider Electric has been working closely with the Consumer Product Safety Commission (CPSC) on the QO™ Plug-On Neutral Load Center recall. Please note that the intended course of action for affected product is to inspect and, if necessary, repair or replace free of charge. While this is a safety concern, we do not believe there is an imminent threat. No injuries have been reported. We strongly recommend that if you believe you have affected product based on the date ranges listed on the CPSC recall website, that you contact Schneider Electric via our website (<http://se.com/us/qoloadcenter-safetyrecallnotice>). Please ensure you have working smoke alarms as you await your free inspection and possible repair. We appreciate your patience as we work through this process, and we get information out to you as quickly as we can.

Where can I find information about the Safety Alert?

Information about the Safety Alert will be communicated to Distributors and Contractors via one or more of the following methods:

- Email
- USPS direct mail
- Schneider Electric website / landing page (<http://se.com/us/qoloadcenter-safetynotice>)

How will this affect the product warranty?

The product warranty is unaffected by this Offer Safety Alert.

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

What offers and product ranges are affected?

The offers and product range affected are QO™ Plug-On Neutral (PON) Load Centers manufactured at Plant code 15 ONLY, from February 1, 2020, through January 12, 2022, which is equivalent to date code 200561 through date code 220233.

See affected SKUs & part numbers:

CQO112L100PGC	CQO140L200PGC	QO120M150P	QO132M150P	QOGP3P604436150P
CQO112M100PC	CQO140M100PC	QO120M200P	QO140L200PG	QOGP3P604436200P
CQO112M30PC	CQO140M125PC	QO124L125PG	QO140M200P	QON112L125PI
CQO112M40PC	CQO140M150PC	QO124L125PGC	QO140M200PC	QON112L200PI
CQO112M50PC	CQO140M200PC	QO124L125PGCVP	QO140M200PCBE	QON120L125PI
CQO112M60PC	CQO140M200PCD	QO124L125PQG	QO140M225P	QON124L200PDL
CQO112M70PC	CQO140M60PC	QO124L125PQGCVP	QO142L225PG	QON124L200PI
CQO116L100PGC	CQO142L225PGC	QO124L200PG	QO142L225PGC	QON130L200PDL
CQO116M100PC	CQO160L225PGC	QO124M100P	QO142L225PGCVP	QON130L200PI
CQO116M30PC	CQO160M100PC	QO124M100PC	QO142L225PQG	QON142L225PI
CQO116M50PC	CQO160M125PC	QO124M100PCVP	QO142M150PC	QON154L225P
CQO116M60PC	CQO160M150PC	QO124M125P	QO142M200P	QON160L225P
CQO124L125PGC	CQO160M200PC	QO124M150P	QO142M200PC	QP24100
CQO124M100PC	CQO160M225PC	QO124M200P	QO142M200PCAFVP	QP32100
CQO124M100PCD	QO112L125KPCA	QO124M200PWG125	QO142M200PCVP	QP40200
CQO124M30PC	QO112L125PG	QO130L125PG	QO142M200PQ	QP60200
CQO124M40PC	QO112L125PGC	QO130L125PQG	QO142M200PQCVP	QON124L200PDL
CQO124M50PC	QO112L125PWG	QO130L200PG	QO142M225P	QON120L125PI
CQO124M60PC	QO112L125VPCA	QO130L200PGC	QO154L225PG	QON124L200PI
CQO124M70PC	QO112L200PG	QO130L200PQG	QO154L225PGC	QON130L200PI
CQO132L125PGC	QO112M100P	QO130L200PWG	QO154L225PGMF	QON130L200PDL
CQO132L200PGC	QO112M100PC	QO130M150P	QO154L225PQG	QON142L225PI
CQO132M100PC	QO116L125PG	QO130M150PC	QO154M200P	QON112L200PI
CQO132M100PCD	QO116M100P	QO130M200P	QO154M200PC	QON154L225P
CQO132M125PC	QO116M100PC	QO130M200PC	QO154M200PQ	
CQO132M150PC	QO120L125PG	QO130M200PQ	QO160M200PC	
CQO132M200PC	QO120L125PGC	QO132L125PG	QOGP3P3036P	
CQO132M60PC	QO120L125PWG	QO132M100P	QOGP3P6036P	
CQO132M70PC	QO120M100P	QO132M100PCVP	QOGP3P604436100P	
CQO140L125PGC	QO120M100PC	QO132M125P	QOGP3P604436125P	

Continued on next page →

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

Cover Part Numbers

CQO116L100PGRB	QO130M200PRB	QOC30UFWG
CQO116M100PRB	QO140L200PGRB	QOC30UFWGW
CQO116M60PRB	QO140M200PRB	QOC30US
CQO124L125PGRB	QO142L225PGRB	QOC32UF
CQO124M100PRB	QO142M200PRB	QOC32UFW
CQO140L200PGRB	QO142M225PRB	QOC40UF
CQO140M200PRB	QO1816M200PFTRB	QOC40UFW
NQC20FWG	QO816L100PRB	QOC40US
NQC20FWGW	QOC12UF	QOC42UF
NQC30FWG	QOC12US	QOC42UFW
NQC30FWGW	QOC16UF	QOC42US
QO112L125PGRB	QOC16UFW	QOC54UF
QO112L200PGRB	QOC16US	QOC54UFW
QO112M100PRB	QOC20U100F	QOC60UF
QO116L125PGRB	QOC20U100FW	QOCMF30UC
QO116M100PRB	QOC20U100S	QOCMF30UCW
QO120M100PRB	QOC20UFWG	QOCMF42UC
QO120M150PRB	QOC20UFWGW	QOCMF42UCW
QO120M200PRB	QOC24UF	QOCMF54UC
QO124L125PGRB	QOC24UFW	QOCMF54UCW
QO124M100PRB	QOC24US	QOCMF60UC
QO124M125PRB	QOC30U125C	QOCMF60UCW
QO130L200PGRB	QOC30UF	
QO130M150PRB	QOC30UFW	

Do occupants have to vacate their homes?

Schneider Electric does not recommend vacating the home prior to inspection and potential remediation. If fluctuating lights or other unusual activity is observed in appliances or electronic equipment, call a qualified electrician immediately to schedule an inspection.

NOTE: Schneider Electric initiated this product safety alert because there is a potential for overvoltage at the load level. Schneider Electric recommends disconnecting non-UL certified appliances and electronic equipment by disconnecting those from their power source. Refer to the product literature to verify if it is UL certified.

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

How will this impact new home closing or occupancy?

Schneider Electric does not recommend delaying the occupancy of new or existing homes until inspection and potential remediation is completed.

Schneider Electric initiated this product safety alert because there is a potential for overvoltage at the load level. Schneider Electric recommends disconnecting non-UL certified appliances and electronic equipment by disconnecting those from their power source. Refer to the product literature to verify if it is UL certified.

I see the term “recall” in the letters and on the website; is this a true recall? Does the unit need to be removed and returned?

No, you do not need to remove and return all units. The word “recall” was required in many of our documents by the CPSC. This is an inspect and remediate plan. Please proceed with inspection and remediation per instructions supplied by Schneider Electric.

Why is the SKU list on the CPSC website different than what is in the letter?

The SKUs listed on the CPSC website are cover part numbers. The CPSC is a **consumer-specific** website, so the SKUs listed are the ones consumers are most likely to see. The full list includes SKUs that are found under a front cover, which homeowners will not see. If you are a homeowner, do NOT remove the dead front cover of your panel. Please engage Schneider Electric so we can send a qualified person to inspect your load center.

After affected load centers are remediated, are they still CSA and UL certified?

Schneider Electric places product safety first and out of an abundance of caution has made the voluntary decision to notify the Consumer Product Safety Commission and our customers regarding an issue that was discovered in our QO™ Plug-On Neutral Load Centers during a specific production period. Schneider Electric has coordinated all field activity to address this issue with the CPSC and Health Canada. Additionally, we have reviewed the remediation process with our third-party certifying organizations (UL and CSA). The steps, completed by a qualified person, will return the load center to the intended operating condition, and will restore the equipment to the original manufacturing specifications in compliance with industry standards.

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

Is it safe to stay in my home after the remediation is completed?

Completed by a qualified person, remediation steps will return the load center to the intended operating condition and will restore the equipment to the original manufacturing specifications in compliance with industry standards.

What is the difference between the first “Stop Sale Letter” dated March 18, 2022 and the second “Stop Sale Letter” dated March 24, 2022?

The “Stop Sale Letter” dated March 24, 2022 included updated catalog numbers and Schneider Electric contact information.

What is the direction for projects being quoted today with the affected offer?

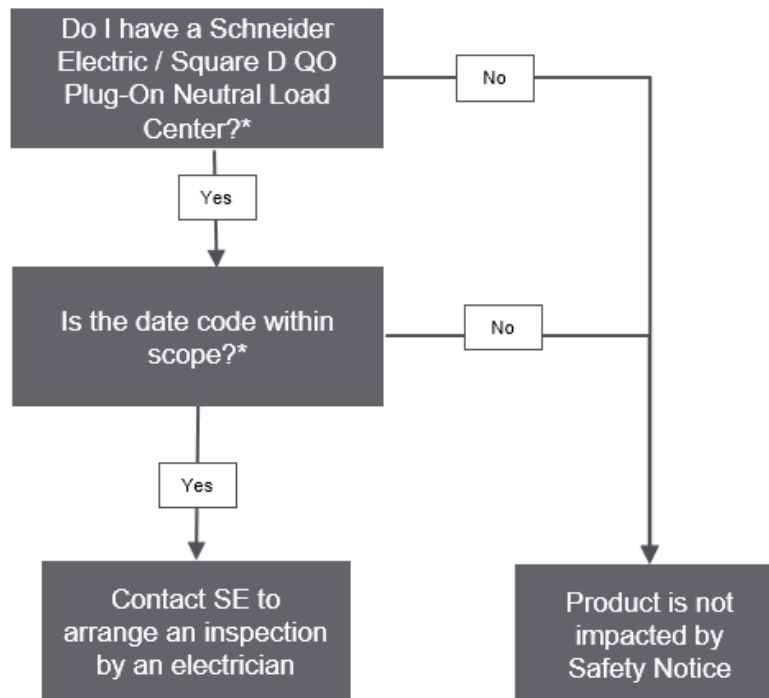
Continue to quote product: Product manufactured after January 15, 2022 or came from other than Plant 15 is not affected. Any quotes for product issued now will not include affected product.

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

What actions should I take at this time?

I'm a homeowner (unqualified personnel). How can I identify the date code on an indoor installed load center?

Homeowner Inspection Workflow

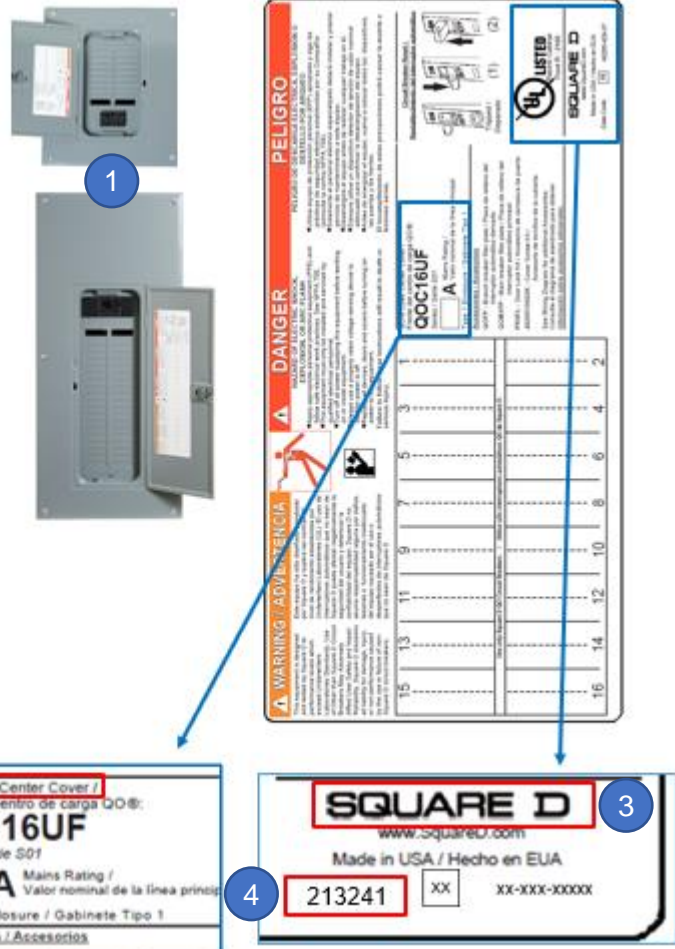


**To determine if you have a Square D QO™ Plug-On Neutral Load Center and locate the date code, see the next page or instructional video and graphic on our website: <http://se.com/us/qoloadcenter-safetyrecallnotice>*

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

Homeowner Indoor Load Center Inspection

- 1 Open the load center cover door to expose the directory label. The door may open to the left or right according to its orientation.
- 2 Check if the panel product name begins "QO Load Center"
- 3 Check if the product is a Square D load center by confirming the brand located under the UL mark.
- 4 Check the date code on the label to determine if it falls within range.

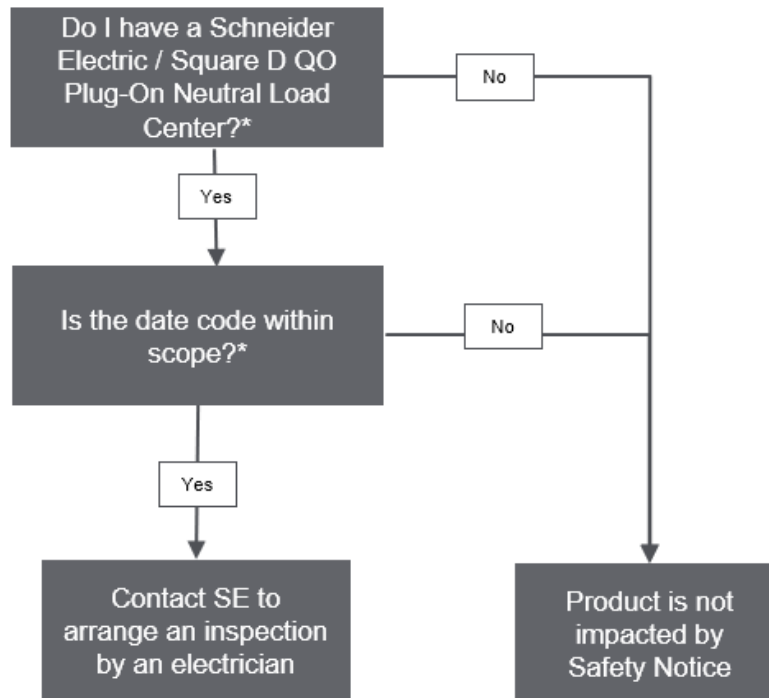


If the date code is between 194871 and 221343, then the product is within the range of the safety notice and may be affected.

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

I'm a homeowner (unqualified personnel). How can I identify the date code on an outdoor installed load center?

Homeowner Inspection Workflow

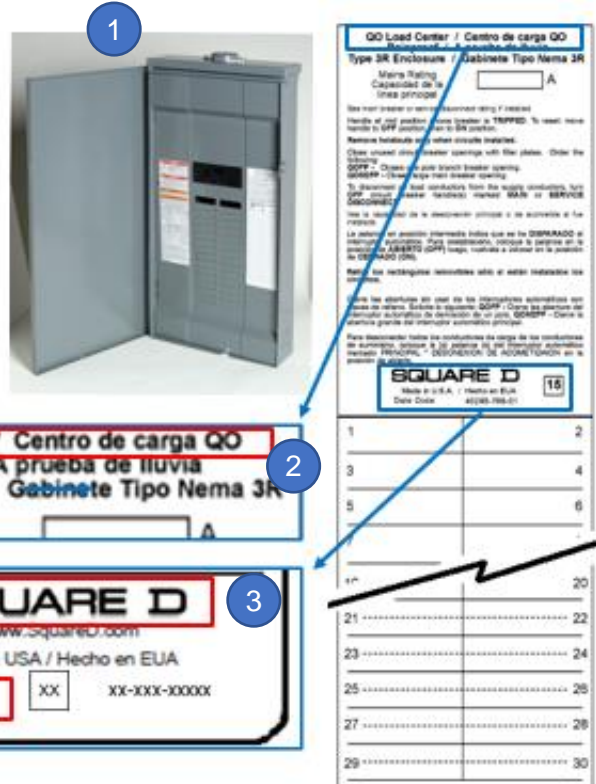


**To determine if you have a Square D QO™ Plug-On Neutral Load Center and locate the date code, see the next page or instructional video and graphic on our website: <http://se.com/us/qoloadcenter-safetyrecallnotice>*

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

Homeowner Outdoor Load Center Inspection

- 1 Open the load center cover door to expose the directory label. The door may open to the left or right according to its orientation.
- 2 Check if the panel product name begins "QO Load Center"
- 3 Check if the product is a Square D load center by confirming the brand located under the UL mark.
- 4 Check the date code on the label to determine if it falls within range.



If the date code is between 194871 and 221343, then the product is within the range of the safety notice and may be affected.

I have an affected unit; what do I do now?

Schneider Electric will schedule a qualified person to inspect your equipment.

If you have an electrician, we need the electrician to contact us and we will send them inspection instructions and materials.

If you do not have an electrician, please complete the inspection form on our website:

<http://se.com/us/qoloadcenter-safetyrecallnotice>

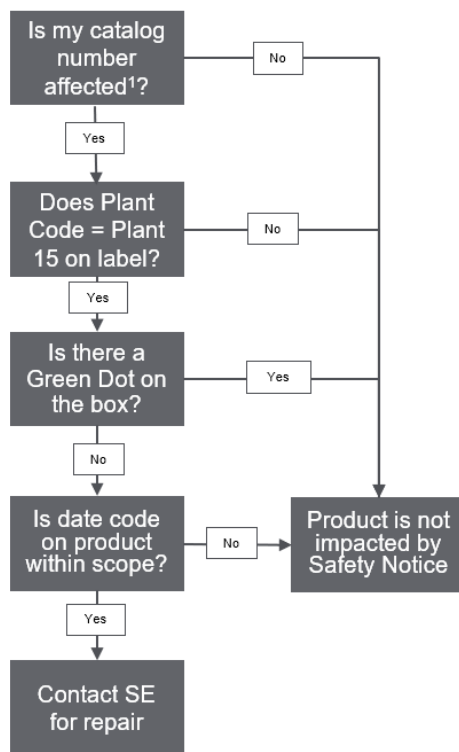
QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

I'm a distributor/contractor with one or more load center. What should I do?

Quarantine product at your facility. Ask customers (contractors, home builders, etc.) to quarantine product. Evaluate quarantined product and validate whether product is affected per Inspection Workflow below.

- If product is affected, follow the remediation or return process.
- If product is not affected, product may be installed as normal.

Inspection Workflow



¹Affected catalog numbers can be found on the customer letter and/or the website:

<http://se.com/us/qoloadcenter-safetyrecallnotice>

I'm a contractor (qualified personnel). What is the date code range affected by this potential safety issue?

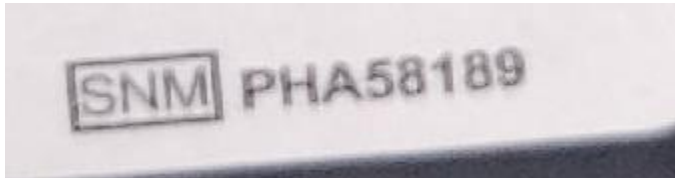
The affected date code range includes QO™ Plug-On Neutral Indoor and Outdoor load centers and interiors manufactured from February 1, 2020 through January 12, 2022, equivalent to date code 200561 through date code 220233.

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

I'm a contractor (qualified personnel). If the plant code on my packaging is not Plant 15, is that product affected, and do I need to quarantine it?

If the plant code on the packaging is NOT plant 15, the product is not affected by this Offer Safety alert and does not need to be quarantined. Plants 22 and 73 are NOT part of the recall.

Plant Code "SNM" is NOT part of the recall.



I'm a contractor with potentially affected product that has been installed.

If you have a known affected product that has been installed, the customer needs to be identified and contacted as the first step in the remediation process. Refer to the remediation plan found on the Contractor tile on our website: <http://se.com/us/qoloadcenter-safetyrecallnotice>

What is the remediation plan?

The remediation plan can be sent via link or e-mail and is listed on the Contractor tile on the website: <http://se.com/us/qoloadcenter-safetyrecallnotice>

Who will perform the required remediation?

Schneider Electric will authorize Qualified Personnel to perform the remediation.

Who will pay for remediation?

Remediation for approved products and services will be paid for by Schneider Electric. There will be a \$200 cap for 3rd party inspection and repair. Cases exceeding the cap can be escalated and reviewed on a case-by-case basis.

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

I'm a distributor/contractor. What are my options for affected inventory (not installed)?

Two options: Remediate on site OR return.

1. For remediation at your facility:

- First option: Distributor can select and engage a local contractor.
- Second option: Distributor can remediate in-house using instructions sent on 6/16/22.
- Third option: If neither option is working for the distributor, they can contact the Schneider Electric Recovery Admin team to help locate a contractor.

2. Affected inventory may be returned through the SE returns process:

- Return to Schneider Electric for credit. Contact our Claims team using the information below:

ccc-claims@schneider-electric.com

Return Reason: MFG Recovery

Return Group Location: URC Middletown Dock Door 54

Reference #PRB-236759

- **Please do not add labels or marking to the product packaging during the return process.**
- **Returns go back into stock and typical product circulation.**

If I return products, what is the turnaround time for replacement?

For a Distributor: Turnaround time for replacement products should be discussed with your channel manager. **Returns go back into stock and typical product circulation.**

For a Contractor: Turnaround time for replacement products should be discussed with your Schneider Electric Sales representative, Distributor, or Retailer. **Returns go back into stock and typical product circulation.**

For a Homeowner: Schneider Electric will work with a qualified contractor to replace the product as quickly as possible.

QO™ Plug-On Neutral Load Center and Interiors
(PRB-236759)
Frequently Asked Questions

I'm a contractor (qualified personnel). How can I identify the date code on the interior of an installed load center?

NOTE: Only qualified personnel should attempt to locate the date code on the **interior** of an installed load center.

Steps for locating the date code on an installed load center:

- 1) De-energize the affected load center. This may require contacting the local utility.
- 2) **Qualified personnel only:** Remove the load center dead front.
- 3) The date code is located on a white label on the interior assembly. See Figures 1 and 2 below:

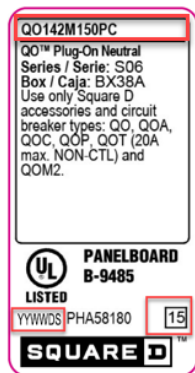


Figure 1: Interior Assembly Label – Catalog Number, Date and Plant Codes



Figure 2: Interior Assembly label common locations

If a distributor or customer has further questions, we can arrange a call back. Send customer information and questions to technicalsupport@schneider-electric.com.