

DATE: June 16, 2022
TO: All Distributors
FROM: Schneider Electric (SE) Recovery Administration
SUBJECT: QO™ Plug-On Neutral Load Center
RE: 1. Poster
2. Quarantine of Product
3. Product Return
4. Request for Customer List
Ref.: PRB-236759

▲ RECALL 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, a potential issue was detected that may affect specific QO Plug-On Neutral Load Centers manufactured between February 1, 2020 and January 12, 2022 at Schneider Electric Plant 15.

The issue detected is a loose neutral screw connection within the QO Plug-On Neutral Load Center. If that connection is loose, the affected load center can overheat, posing thermal burn and fire hazards. There is a potential for **PROPERTY DAMAGE AND PERSONAL INJURY** as a result.

Affected products were manufactured between February 1, 2020 and January 12, 2022, with date codes between 200561 and 220233. Plant 15 is the only plant impacted and all other plant codes are not affected. A complete list of affected catalog numbers, date code description, and inspection instructions is shown in Attachment 1, Product Identification.

This nonconformity has been contained at Schneider Electric manufacturing plants, distribution centers and product adaptation locations. All QO Plug-On Neutral Load Centers produced after January 12, 2022 are conforming to Schneider Electric design and manufacturing standards.

Existing inventory with date codes prior to January 13, 2022 has been validated and is marked with a green dot to indicate compliance with Schneider Electric design and manufacturing standards. Any product marked with a green dot on the carton is excluded from this notice.

This Product Recall is happening in cooperation with and has approved by the **Consumer Product Safety Commission (“CPSC”)**.

This letter is to communicate these risks and outline actions requested to ensure the proper identification, quarantining and return of any affected product.

While the inconvenience is regrettable, safety remains the highest priority of Schneider Electric. For this reason, thank you for your prompt assistance in this matter.

What to do:

Inspect existing inventory and stop installation of the affected products immediately.

If this activity has not been completed, please do so immediately. All affected products should be removed from stock and/or shelves and quarantined in accordance with attachment 1.

If continued quarantining of affected product is not feasible, please contact SE customer care department for further assistance at 888-778-2733 options 2, 1, 4.

How to identify affect product – Not Installed

To properly identify a potentially affected QO Plug-On Neutral Load Centers using the information on the carton, please refer to Attachment 1, Part I – Outdoor Product Identification, and Part II – Indoor Product Identification.

How to Identify Product – Installed

Once a product has been installed, the catalog number and date code may only be found inside the enclosure, on the identification labels.

Only qualified electrical individuals should remove the cover of the load center.

Please refer to Attachment 1, Part III – Product out of Carton for the location and information to be found on the product labels.

How to Inspect Products – Not Installed

Schneider Electric has developed a list of instructions for inspection of a product. It is recommended that these instructions be carried out only by properly trained and licensed professionals.

To receive a copy of these instructions, follow the [Inspection Link](#).

How to Inspect (and Possibly Repair) Products - Installed

Schneider Electric has developed a list of instructions for the inspection, and possible remediation of an installed and connected load center. These instructions must only be followed by trained and licensed professionals.

To arrange for an inspection of a load center, please contact Schneider Electric via the **General Questions and Technical Support** contact information above.

Trained professionals may receive a copy of these inspection instructions by contacting Schneider Electric. The Customer Care team will register any professional and send a copy of the instruction for inspection and possible repair of installed load centers. Please contact us via the **General Questions and Technical Support** contact information below.

Poster enclosed

Included in this envelope, please find Please position the attached poster in a high traffic area for customer to see and read. If more copies are needed, please contact SE customer care at the general questions number below.

Customer Contact Information

SE desires to contact all customers who have purchased the affected product. To the extent allowable by law, please provide any customer contact information so SE may notify any known customers directly.

All customer information provided to SE will only be utilized for the purposes of this Product Safety Alert.

SE requests the name(s) and address(es) of the customer(s) who have purchased affected product by either providing an excel spreadsheet or through the following link provided.

For Further Customer Questions:

If a customer has any further questions concerning affected product, please refer to the following contact information;

General Questions and Technical Support

[chat](#) at MySE/MySchneider or

<https://www.se.com/us/en/work/support/customer-care/contact-schneider-electric.jsp>

Phone: 888-778-2733 **options 2, 1, 4**

Email: technicalsupport@schneider-electric.com

To return affected product either from a store or a customer, please refer to the following contact information;

Returns

Chat through MySE/MySchneider

Phone: 888-778-2733 option 3

Email: ccc-claims@schneider-electric.com

How to identify affect product

To properly identify a potentially affected QO Plug-On Neutral Load Centers, please refer to **Product Identification**.

Product Identification

Table 1 – US Stocked Products — Affected Catalog Numbers

QO112L125KPCA	QO124M125PRB	QO142M150PC
QO112L125PG	QO124M150P	QO142M200P
QO112L125PGC	QO124M200P	QO142M200PC
QO112L125PGRB	QO124M200PWG125	QO142M200PCAFVP
QO112L125PWG	QO130L125PG	QO142M200PCVP
QO112L125VPCA	QO130L125PQG	QO142M200PQ
QO112L200PG	QO130L150PG	QO142M200PQCVP
QO112L200PGRB	QO130L200PG	QO142M200PRB
QO112M100P	QO130L200PGC	QO142M225P
QO112M100PC	QO130L200PGRB	QO142M225PRB
QO112M100PRB	QO130L200PQG	QO142MQ200PQ
QO116L125PG	QO130L200PWG	QO154L225PG
QO116L125PGRB	QO130M150P	QO154L225PGC
QO116M100P	QO130M150PC	QO154L225PGMF
QO116M100PC	QO130M150PRB	QO154L225PQG
QO116M100PRB	QO130M200P	QO154M200P
QO120L125PG	QO130M200PC	QO154M200PC
QO120L125PGC	QO130M200PQ	QO154M200PQ
QO120L125PWG	QO130M200PRB	QO160M200PC
QO120M100P	QO132L125PG	QO1816M200PFTRB
QO120M100PC	QO132M100P	QOGP3P3036P
QO120M100PRB	QO132M100PCVP	QOGP3P6036P
QO120M150P	QO132M125P	QOGP3P604436100P
QO120M150PRB	QO132M150P	QOGP3P604436125P
QO120M200P	QO140L200PG	QOGP3P604436150P
QO120M200PRB	QO140L200PGRB	QOGP3P604436200P
QO124L125PG	QO140L225PG	QON112L125PI
QO124L125PGC	QO140M200P	QON112L200PI
QO124L125PGCVP	QO140M200PC	QON120L125PI
QO124L125PGRB	QO140M200PCBE	QON124L200PDL
QO124L125PQG	QO140M200PRB	QON124L200PI
QO124L125PQGCVP	QO140M200PT2	QON130L200PDL
QO124L200PG	QO140M225P	QON130L200PI
QO124M100P	QO142L225PG	QON142L225PI
QO124M100PC	QO142L225PGC	QON154L225P
QO124M100PCVP	QO142L225PGCVP	QON160L225P
QO124M100PRB	QO142L225PGRB	
QO124M125P	QO142L225PQG	

Table 2 – Canada Stocked Products - Affected Catalogue Numbers

CQO112L100PGC	CQO124M100PC	CQO140L125PGC
CQO112M100PC	CQO124M100PCD	CQO140L200PGC
CQO112M30PC	CQO124M100PRB	CQO140L200PGRB
CQO112M40PC	CQO124M30PC	CQO140M100PC
CQO112M50PC	CQO124M40PC	CQO140M125PC
CQO112M60PC	CQO124M50PC	CQO140M150PC
CQO112M70PC	CQO124M60PC	CQO140M200PC
CQO116L100PGC	CQO124M70PC	CQO140M200PCD
CQO116L100PGRB	CQO132L125PGC	CQO140M200PRB
CQO116M100PC	CQO132L200PGC	CQO140M60PC
CQO116M100PRB	CQO132M100PC	CQO142L225PGC
CQO116M30PC	CQO132M100PCD	CQO160L225PGC
CQO116M50PC	CQO132M125PC	CQO160M100PC
CQO116M60PC	CQO132M150PC	CQO160M125PC
CQO116M60PRB	CQO132M200PC	CQO160M150PC
CQO124L125PGC	CQO132M60PC	CQO160M200PC
CQO124L125PGRB	CQO132M70PC	CQO160M225PC
QP24100		
QP32100		
QP32100		
QP32100		

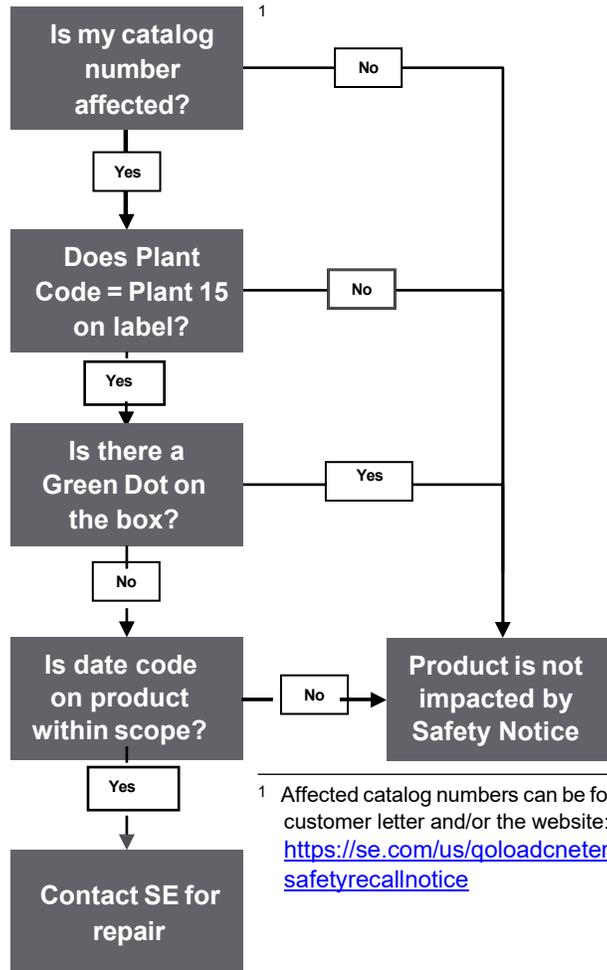


Indoor Load Center



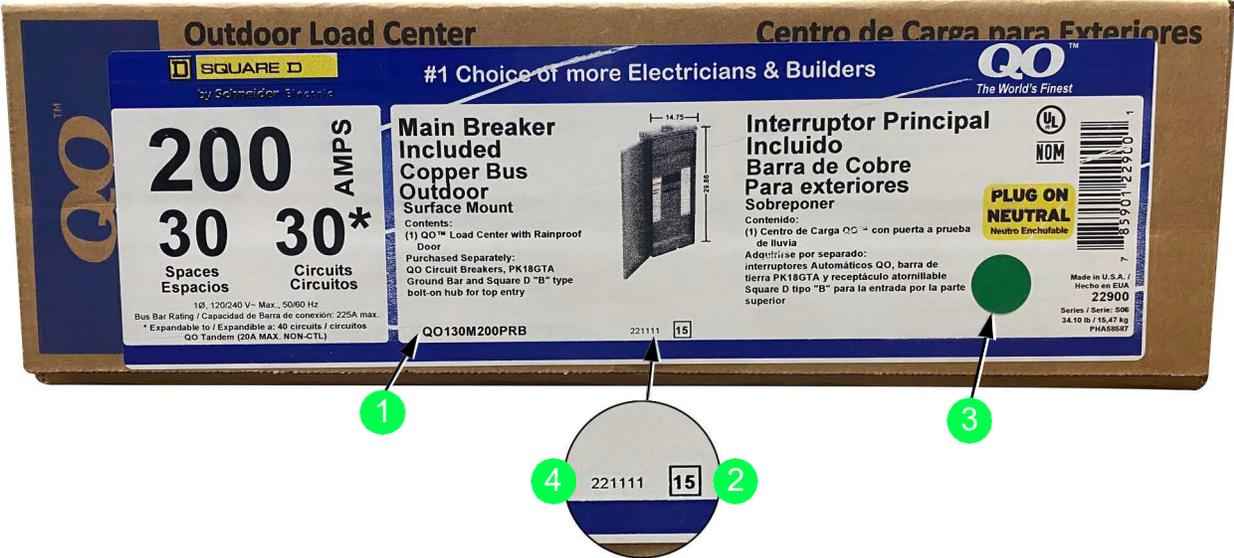
Outdoor Load Center

Inspection Workflow



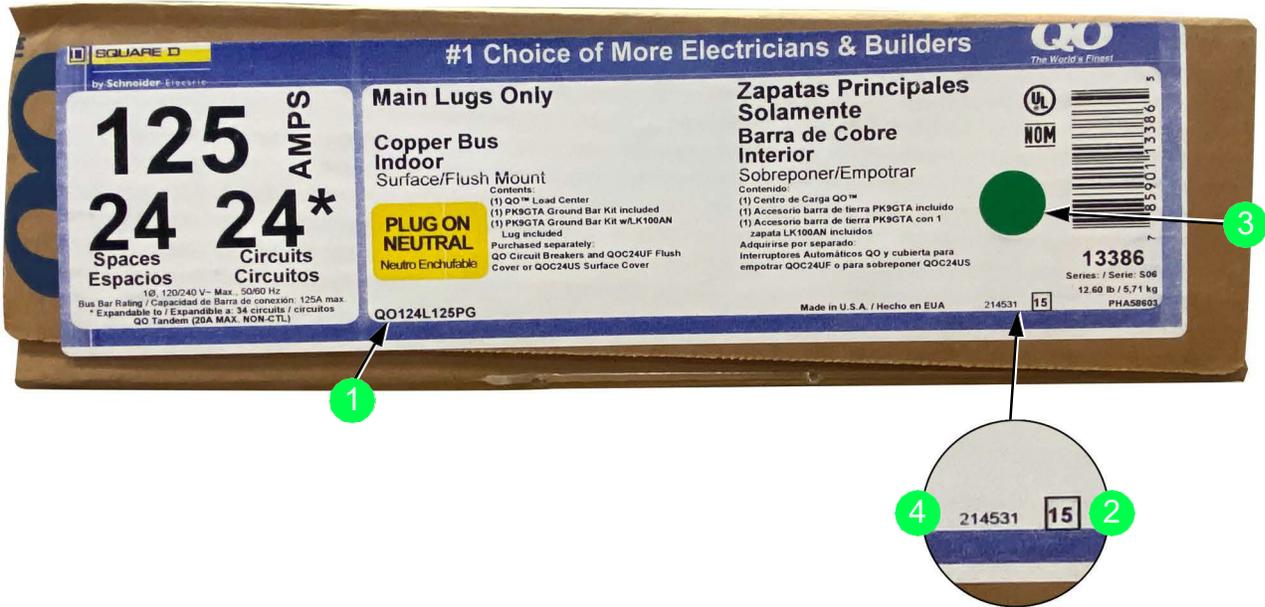
¹ Affected catalog numbers can be found on the customer letter and/or the website: <https://se.com/us/qoloadcnetec-safetyrecallnotice>

Outdoor Load Center



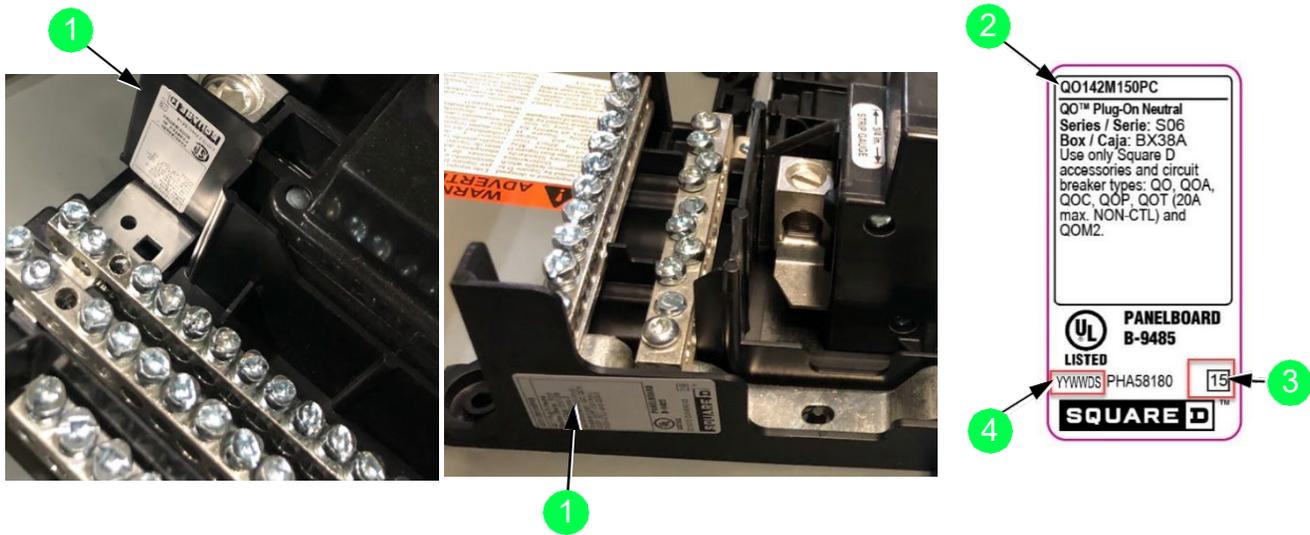
1	<p>Step 1 — Catalog Number</p> <p>Validate if catalog number is within scope of safety notice. Refer to customer letter and/or URL: https://se.com/us/qoloadcenter-safetyrecallnotice</p>
2	<p>Step 2 — Plant Code</p> <p>Validate Plant Code = Plant 15. Confirm if Plant Code in square box = 15. If no, product is unaffected by safety notice. If yes, proceed to Step 3.</p>
3	<p>Step 3 — Green Dot</p> <p>Validate if a Green Dot is present on the label. If yes, product is unaffected by safety notice. If no green dot is present, proceed to Step 2.</p>
4	<p>Step 4 — Date Code</p> <p>Validate the date code is within scope of the safety notice. Date code is translated as: YYWWDS. YY=Year; WW=Week; D=Day of the week; S=Shift.</p> <p>Example Shown:</p> <ul style="list-style-type: none"> • Date Code = 221111 • Year 22, Week 11, Day 1, Shift 1 • Date = March 7, 2021 Shift 1 <p>If date code is earlier than January 13, 2022, then the product is within scope of the safety notice and is affected.</p>

Indoor Load Center



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Product out of Carton



1	Step 1 — Locate Label Locate label to identify the load center.
2	Step 2 — Catalog Number Validate if catalog number is within scope of safety notice. Refer to customer letter and/or URL: https://se.com/us/goloadcenter-safetyrecallnotice
3	Step 3 — Plant Code Validate Plant Code = Plant 15. Confirm if Plant Code in square box = 15. If no, product is unaffected by safety notice. If yes, proceed to Step 3.
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Schneider Electric USA, Inc.
 800 Federal Street
 Andover, MA 01810 USA
 888-778-2733
www.se.com/us

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DATE: June 16, 2022
TO: Electrical Contractors and Homebuilders
FROM: Schneider Electric (SE) Recovery Administration SUBJECT: QOTM Plug-On Neutral Load Center
RE: 1. Product Identification and Quarantine
5. Product Inspection and Remediation
6. Product Return
7. Request for Customer List Ref.: PRB-236759

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The issue detected is a loose neutral screw connection within the QO Plug-On Neutral Load Center. If that connection is loose, the affected load center can overheat, posing thermal burn and fire hazards There is a potential for **PROPERTY DAMAGE AND PERSONAL INJURY** as a result.

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chat at MySE/MySchneider or

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Phone: 888-778-2733 options 2, 1, 4

Email: technicalsupport@schneider-electric.com

To return affected product either from a store or a customer, please refer to the following contact information;

Returns

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Email: ccc-claims@schneider-electric.com

How to identify affect product

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Product Identification

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QO112L125PGRB	QO124M200PWG125	QO142M200PCAFVP
QO112L125PWG	QO130L125PG	QO142M200PCVP
QO112L125VPCA	QO130L125PQG	QO142M200PQ
QO112L200PG	QO130L150PG	QO142M200PQCVP
QO112L200PGRB	QO130L200PG	QO142M200PRB
QO112M100P	QO130L200PGC	QO142M225P
QO112M100PC	QO130L200PGRB	QO142M225PRB
QO112M100PRB	QO130L200PQG	QO142MQ200PQ
QO116L125PG	QO130L200PWG	QO154L225PG
QO116L125PGRB	QO130M150P	QO154L225PGC
QO116M100P	QO130M150PC	QO154L225PGMF
QO116M100PC	QO130M150PRB	QO154L225PQG
QO116M100PRB	QO130M200P	QO154M200P
QO120L125PG	QO130M200PC	QO154M200PC
QO120L125PGC	QO130M200PQ	QO154M200PQ
QO120L125PWG	QO130M200PRB	QO160M200PC
QO120M100P	QO132L125PG	QO1816M200PFTRB
QO120M100PC	QO132M100P	QOGP3P3036P
QO120M100PRB	QO132M100PCVP	QOGP3P6036P
QO120M150P	QO132M125P	QOGP3P604436100P
QO120M150PRB	QO132M150P	QOGP3P604436125P
QO120M200P	QO140L200PG	QOGP3P604436150P
QO120M200PRB	QO140L200PGRB	QOGP3P604436200P
QO124L125PG	QO140L225PG	QON112L125PI
QO124L125PGC	QO140M200P	QON112L200PI
QO124L125PGCVP	QO140M200PC	QON120L125PI
QO124L125PGRB	QO140M200PCBE	QON124L200PDL
QO124L125PQG	QO140M200PRB	QON124L200PI
QO124L125PQGCVP	QO140M200PT2	QON130L200PDL
QO124L200PG	QO140M225P	QON130L200PI
QO124M100P	QO142L225PG	QON142L225PI
QO124M100PC	QO142L225PGC	QON154L225P
QO124M100PCVP	QO142L225PGCVP	QON160L225P
QO124M100PRB	QO142L225PGRB	
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Table 2 – Canada Stocked Products - Affected Catalogue Numbers

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CQO112M30PC	CQO124M100PRB	CQO140L200PGRB
CQO112M40PC	CQO124M30PC	CQO140M100PC
CQO112M50PC	CQO124M40PC	CQO140M125PC
CQO112M60PC	CQO124M50PC	CQO140M150PC
CQO112M70PC	CQO124M60PC	CQO140M200PC
CQO116L100PGC	CQO124M70PC	CQO140M200PCD
CQO116L100PGRB	CQO132L125PGC	CQO140M200PRB
CQO116M100PC	CQO132L200PGC	CQO140M60PC
CQO116M100PRB	CQO132M100PC	CQO142L225PGC
CQO116M30PC	CQO132M100PCD	CQO160L225PGC
CQO116M50PC	CQO132M125PC	CQO160M100PC
CQO116M60PC	CQO132M150PC	CQO160M125PC
CQO116M60PRB	CQO132M200PC	CQO160M150PC
CQO124L125PGC	CQO132M60PC	CQO160M200PC
CQO124L125PGRB	CQO132M70PC	CQO160M225PC
QP24100		
QP32100		
QP32100		
QP32100		



Indoor Load Center

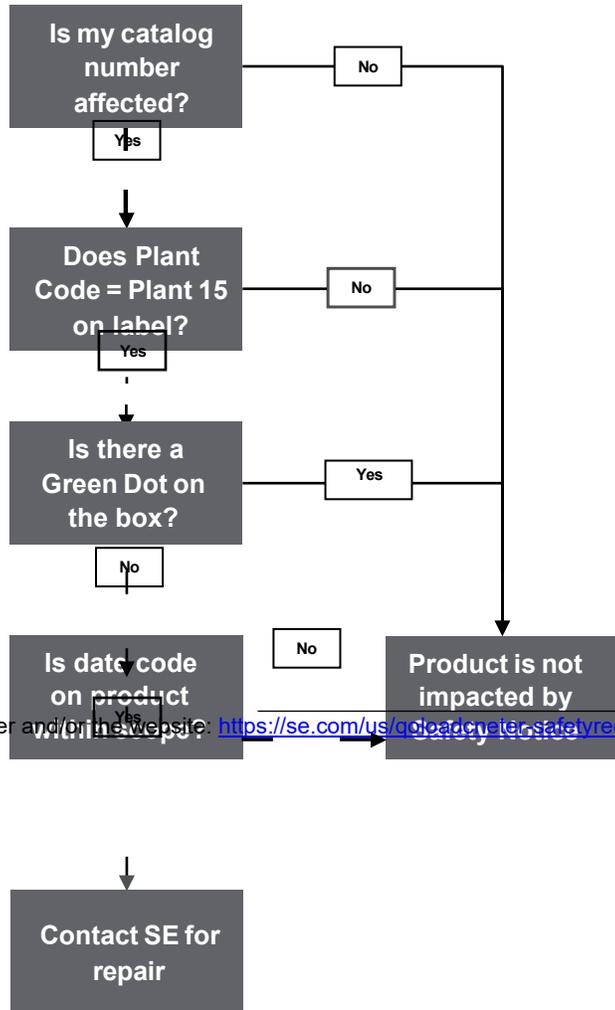


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Outdoor Load Center

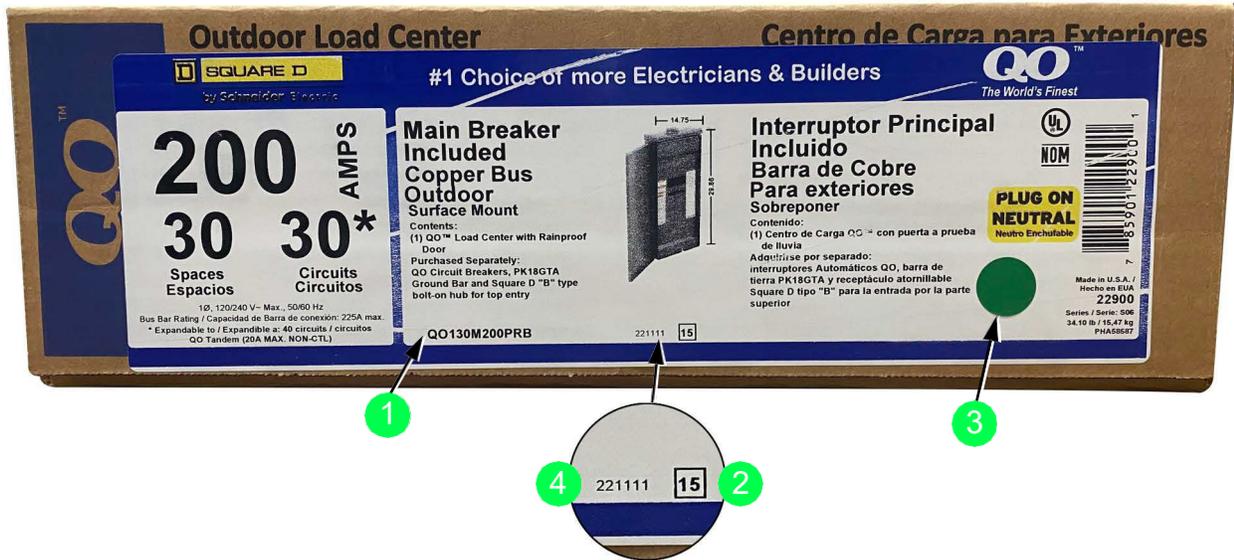
Inspection Workflow

1



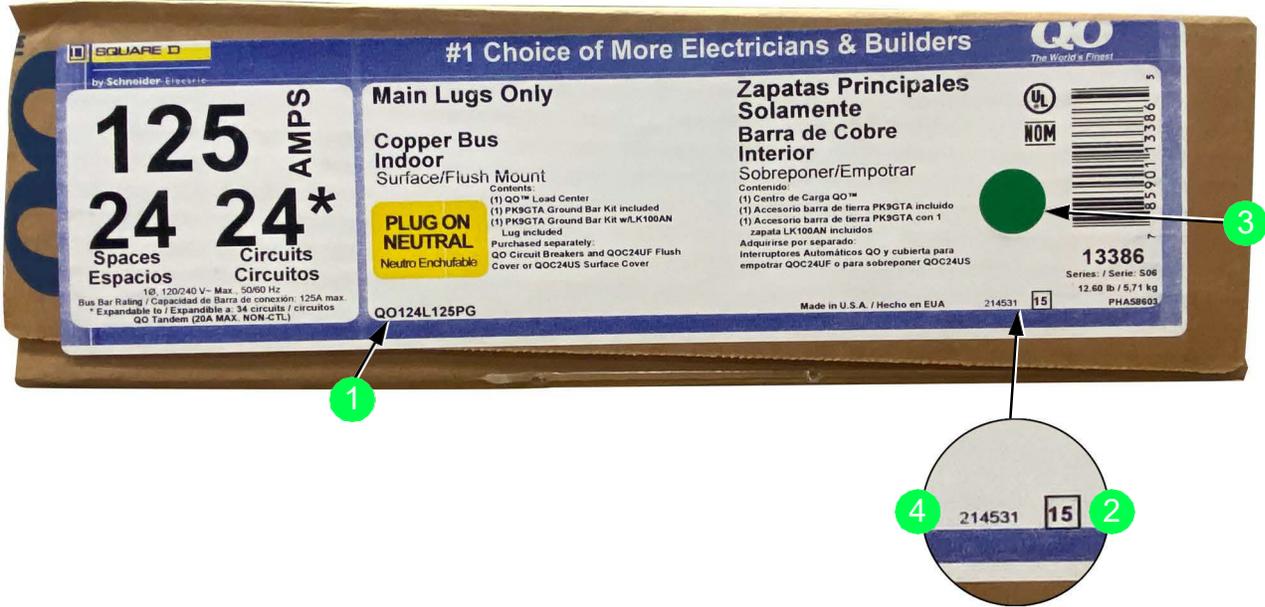
1 on the customer letter and/or the website: <https://se.com/us/global/customer-safety/recallnotice>

Outdoor Load Center



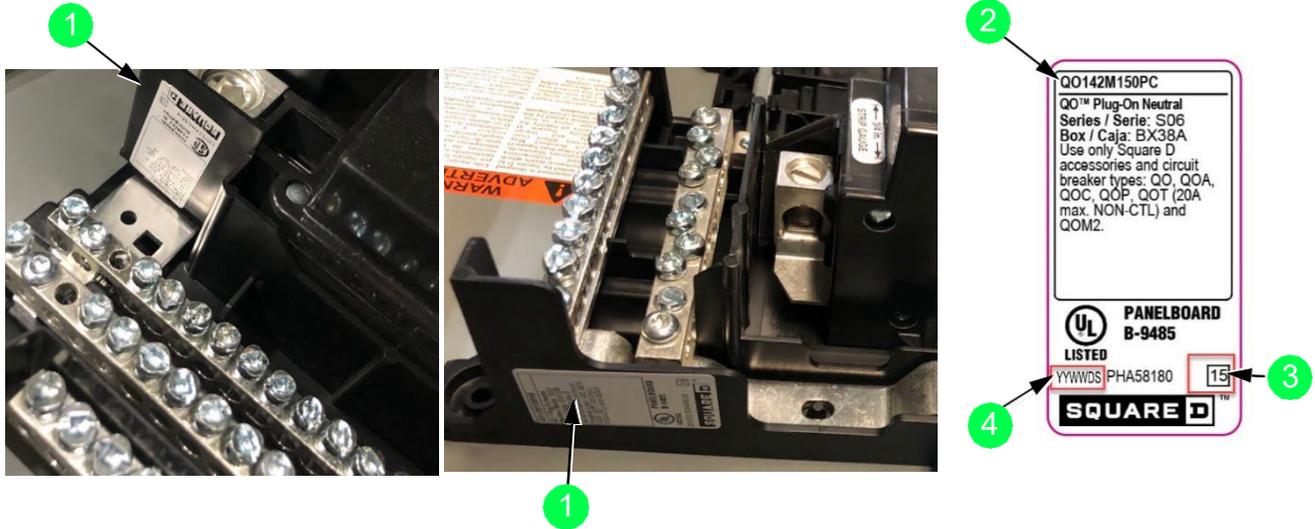
<p>1</p> 	<p>Step 1 — Catalog Number Validate if catalog number is within scope of safety notice. Refer to customer letter and/or URL: https://se.com/us/qoloadcnetec-safetyrecallnotice</p>
<p>2</p> 	<p>Step 2 — Plant Code Validate Plant Code = Plant 15. Confirm if Plant Code in square box = 15. If no, product is unaffected by safety notice. If yes, proceed to Step 3.</p>
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Indoor Load Center



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Product out of Carton



1	<p>Step 1 — Locate Label Locate label to identify the load center.</p>
2	<p>Step 2 — Catalog Number Validate if catalog number is within scope of safety notice. Refer to customer letter and/or URL: https://se.com/us/qoloadcnetecr-safetyrecallnotice</p>
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QO™ Plug-On Neutral Load Center and Interiors (PRB-236759) Frequently Asked Questions

1) 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.
 - i. More detail (ONLY IF REQUESTED)
 1. The floating neutral may cause abnormal voltage fluctuations (higher or lower than rated voltage (i.e. 120v, 240v) on installed circuits.
 2. The actual voltage supplied to installed circuits may vary depending on connected loads.
 3. In cases where higher than normal voltage is supplied, loads may be damaged due to heat.
 4. Other symptoms of a loose neutral connection may include:
 - a. Fluctuating lights (Brighter or dimmer than normal)
 - b. Abnormal operation of connected loads,
 - c. Tripped electronic breakers that cannot be reset.
 5. For Homeowners – If a loose neutral connection is suspected, contact a qualified electrician to inspect the electrical distribution system.

2) What offers and product ranges are affected? *The offers and product range affected are QO™ Plug-On Neutral (PON) Load Centers manufactured, 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*

CQO112L100PGC		CQO160M100PC		QO124L125PQGCV		QO140L200PG		QP60200
CQO112M100PC		CQO160M150PC		QO124L200PG		QO140M200P		
CQO112M60PC		CQO160M200PC		QO124M100P		QO140M200PC		
CQO116L100PGC		QO112L125KPCA		QO124M100PC		QO140M200PCBE		
CQO116M100PC		QO112L125PG		QO124M100PCVP		QO140M225P		
CQO116M60PC		QO112L125PGC		QO124M125P		QO142L225PG		
CQO124L125PGC		QO112L125PWG		QO124M150P		QO142L225PGC		
CQO124M100PC		QO112L125VPCA		QO124M200P		QO142L225PQG		
CQO124M100PCD		QO112L200PG		QO124M200PWG125		QO142M150PC		
CQO124M60PC		QO112M100P		QO130L125PG		QO142M200P		
CQO132L125PGC		QO112M100PC		QO130L125PQG		QO142M200PC		
CQO132L200PGC		QO116L125PG		QO130L200PG		QO142M200PCVP		
CQO132M100PC		QO116M100P		QO130L200PGC		QO142M200PQ		
CQO132M100PCD		QO116M100PC		QO130L200PQG		QO142M200PQCV		
CQO132M125PC		QO120L125PG		QO130L200PWG		QO142M225P		
CQO132M200PC		QO120L125PGC		QO130M150P		QO154L225PG		
CQO140L125PGC		QO120L125PWG		QO130M150PC		QO154L225PGC		
CQO140L200PGC		QO120M100P		QO130M200P		QO154L225PQG		
CQO140M100PC		QO120M100PC		QO130M200PC		QO154M200P		
CQO140M125PC		QO120M150P		QO130M200PQ		QO154M200PC		
CQO140M150PC		QO120M200P		QO132L125PG		QO154M200PQ		
CQO140M200PC		QO124L125PG		QO132M100P		QO160M200PC		
CQO140M200PCD		QO124L125PGC		QO132M100PCVP		QP24100		
CQO142L225PGC		QO124L125PGCV		QO132M125P		QP32100		
CQO160L225PGC		QO124L125PQG		QO132M150P		QP40200		

OEM affected SKUs

QON124L200PDL
QON120L125PI
QON124L200PI
QON130L200PI
QON130L200PDL
QON142L225PI
QON112L200PI
QON154L225P

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	

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

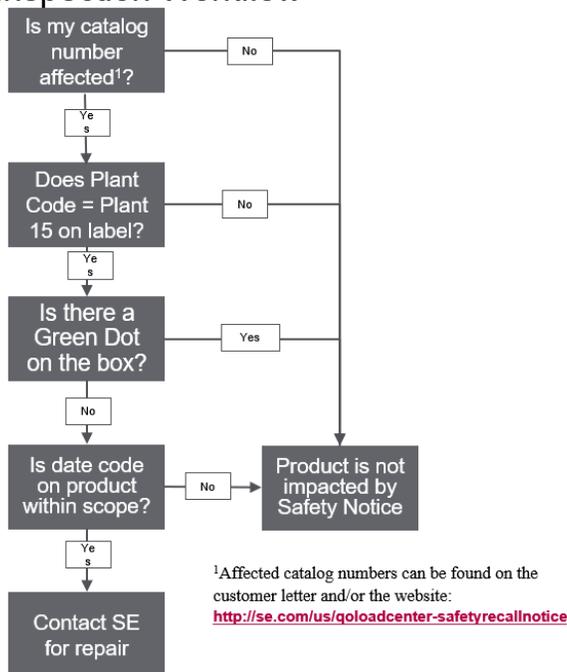
The affected date code range includes QO Plug-On Neutral Indoor and Outdoor load centers and Interiors manufactured from February 1, 2020 through January 12, 2022, equivalent to date code 200561 through date code 220233 (YYWWDS; YY = Year, WW = Week, D = Day of the week, S = Shift).

4) What actions should I (customer) take at this time?

- As a Distributor / Contractor you should have quarantined affected product at your facility at this time.
- Next Steps – Follow Inspection Workflow:

- 5) I (contractor) have a potentially affected product that has been installed, what should I do?
- If you have a known affected product that has been installed, your customer needs to be identified and contacted as the first step in the remediation process (Refer to the remediation plan).
- 6) I received my shipment of products with one or more QO™ Plug-On Neutral Load Centers, what should I do?
- Follow the Inspection workflow:

Inspection Workflow



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- 7) 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:
 - i. Email
 - ii. USPS direct mail

Schneider Electric Website / landing page <http://se.com/us/qoloadcenter-safetyrecallnotice>

iii.

- 8) How will this affect the product warranty?
- The product warranty is unaffected by this Offer Safety Alert

9) What is the remediation plan?

- Based the information provided by caller the CCC will send the appropriate information.

10) Who will pay for remediation?

- Remediation for approved products and services will be paid by Schneider Electric.
- What is covered? There will be a \$200 cap for 3rd party inspection and repair.
- What's not covered? Cases exceeding the cap can be escalated and reviewed on a case-by-case basis.

11) Who will perform the required remediation?

- Schneider Electric will authorize Qualified Personnel to perform the remediation

12) How did Schneider discover this issue? How often does it occur?

- Escalate this request to Offer Quality Line of Business (Jesse Collins).

13) What are my (Distributor, Retailer, Contractor) options for affected inventory?

- The option for on-site remediation is under evaluation. More detailed information to come and will be shared, when available.
- Affected inventory may be returned through the SE returns process.

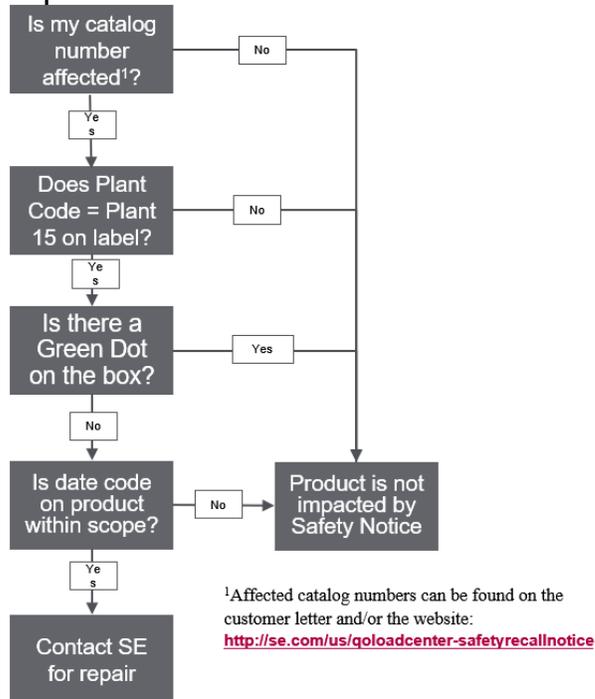
14) If I return products, what is the turnaround time for replacement?

- For a Distributor: Turnaround time for replacement products should be discussed with your channel manager.
- For a Contractor: Turnaround time for replacement products should be discussed with your Schneider Electric Sales representative, Distributor, or Retailer.
- For a Homeowner: Schneider will work with a qualified contractor to replace the product as quickly as possible.

15) How should I (Distributor) behave with my contractors and home builders?

- Ask customers (contractor and/or builder) to quarantine product
- Evaluate quarantined product and validate whether product is affected per Inspection Workflow.

Inspection Workflow



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- If product is affected, further follow the returns process
- If product is not affected, product may be installed as normal

16) If the plant code on my packaging is not Plant 15, is that product affected, and do I need to quarantine it?

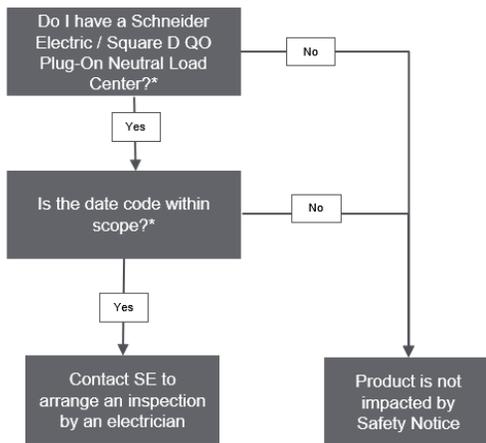
- If the plant code on the packaging is NOT plant 15, the product is not affected by this Offer Safety alert and does not need to be quarantined.

17) What is the difference between the first “Stop Sale Letter” dated March 18, 2022 vs 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.

18) How can the date code be found on an affected installed load center – Indoor (Consumer / Unqualified Personnel)

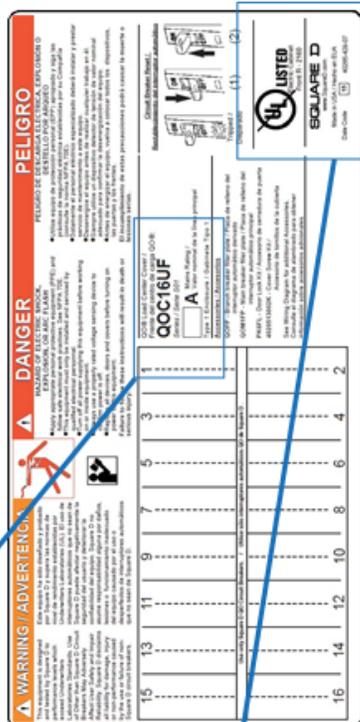
Homeowner Inspection Workflow



**Instructions how to determine if you have a Square D QO Plug-On Neutral Load Center and locate the date code can be found on this letter or visit : <http://se.com/us/qoloadcenter-safetyrecallnotice>*

Indoor Load Center Inspection—Installed

1	Open Load Center cover door to expose the directory label. The door may open to the left or right according to its orientation.
2	Determine if the product is a Square D Load Center by confirming the brand located under the UL mark.
3	Determine if the panel is a QO Load Center by validating the first 3 digits of the part (number?) beginning with "QOCxxxx" .
4	Check the date code on the label to determine if it is within scope.



Validate that the date code is within scope of the safety notice. Date code is translated as: YYWWDS. YY=Year; WW=Week; D=Day of the week; S=Shift.

Example Shown:

- Date Code = 221111
- Year 22, Week 11, Day 1, Shift 1
- Date = March 7, 2021 Shift 1

If date code is between December 1st 2019 (194921) and March 12th 2022 (221163), then the product is within scope of the safety notice and may be affected.



19) How can the date code be found on an affected installed load center – Outdoor (Consumer / Unqualified Personnel)

Outdoor Load Center Inspection—Installed



- 1 Open Load Center cover door to expose the directory label. The door may open to the left or right according to its orientation.
- 2 Determine if the product is a Square D Load Center by confirming the brand located over the breaker mapping.
- 3 Determine if the panel is a QO Load Center by validating the name of the product located at the top of the label.
- 4 Check the date code on the label to determine if it is within scope.



Validate that the date code is within scope of the safety notice. Date code is translated as: YYWWDS. YY=Year; WW=Week; D=Day of the week; S=Shift.

Example Shown:

- Date Code = 221111
- Year 22, Week 11, Day 1, Shift 1
- Date = March 7, 2021 Shift 1

If date code February 2020 (200561) through January 2022 (220233), then the product is within scope of the safety notice and may be affected.

QO Load Center / Centro de carga QO
Rainproof / A prueba de lluvia
Type 3R Enclosure / Gabinete Tipo Nema 3R

Mains Rating A
 Capacidad de la línea principal

See main breaker or service disconnect rating if installed.
 Handle in OFF position above breaker or TRIPPED. To reset, move handle to OFF position, then to ON position.
 Remove tripartite only when circuits isolated.
 Close covered circuit breaker openings with filter plates. Order the following:
 QOFP - Closes one pole branch breaker opening
 QOAMP - Closes large main breaker opening
 To disconnect all load conductors from the supply conductors, turn QOFP, QOFP, breaker handle(s), method MAIN or SERVICE DISCONNECT.
 Use la capacidad de la desconexión principal o de acomodo si fue instalada.
 La palanca en posición intermedia indica que se ha DESAFIADO el interruptor automático. Para restablecer, coloque la palanca en la posición de APAGADO (OFF) luego, vuélvase a colocar en la posición de ENCENDIDO (ON).
 Retire las tripartitas removibles sólo si están instalados los circuitos.
 Cierre las aberturas sin usar de los interruptores automáticos con placas de filtro. Ordere los siguientes: QOFP - Cierre las aberturas del interruptor automático de derivación de un polo, QOAMP - Cierre la aberturas grande del interruptor automático principal.
 Para desconectar todos los conductores de carga de los conductores de suministro, coloque la palanca de los interruptores automáticos en la posición de DESAFIADO (OFF) luego, vuélvase a colocar en la posición de ENCENDIDO (ON).

SQUARE D 15

Made in U.S.A. / Hecho en E.U.A.
 Date Code 40265-766-01

1	2
3	4
5	6
7	
19	20
21	22
23	24
25	26
27	28
29	30

QO Load Center / Centro de carga QO
Rainproof / A prueba de lluvia
Type 3R Enclosure / Gabinete Tipo Nema 3R

Mains Rating A

SQUARE D 15

Made in U.S.A. / Hecho en E.U.A.
 Date Code 40265-766-01

- 20) How can the date code be found on an affected installed load center (Qualified Personnel)
- NOTE: Only qualified personnel should attempt to locate the date code in an installed load center.
 - Steps for locating the date code on an installed load center.
 - i. De-energize the affected load center
 1. May require contacting the local utility
 - ii. (Qualified personnel). Remove the load center dead front.
 - iii. The date code is located on a white label affixed to
 1. See Figures 1 and 2 below:

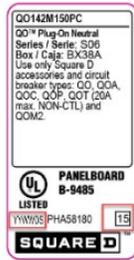


Figure 1: Interior Assembly Label Date and Plant Codes.

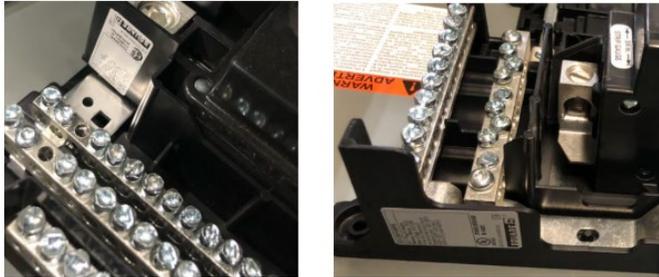


Figure 2: Interior Assembly common label locations.

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

21) Do the occupants have to vacate their homes?

- Schneider Electric does not recommend vacating the home prior to the inspection and potential remediation.
 - i. 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 has executed this product safety alert because there is a potential for overvoltage at the load level.
 - i. Schneider Electric recommends disconnecting non-UL certified appliances and electronic equipment by disconnecting those from their power source.
 - 1. Refer to the products literature to verify if UL certified

22) How will this impact new home closing or occupancy?

- Schneider Electric does not recommend delaying the occupancy of new or existing homes until the inspection and potential remediation is completed.
 - i. Schneider Electric initiated this product safety alert because there is a potential for overvoltage at the load level.
 - ii. Schneider Electric recommends disconnecting non-UL certified appliances and electronic equipment by disconnecting those from their power source.
 - 1. Refer to the products literature to verify if UL certified

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

- Schneider Electric will schedule an electrician an appt for 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.

