



DATE: 04/17/2018

TO: All Direct Distributor/OEM Customers of Schneider Electric

SUBJECT: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R



OFFER SAFETY ALERT

WARNING OF POTENTIAL UNSAFE CONDITION

Deliver Immediately to Responsible Person

This notice is being sent in conjunction with the United States Consumer Product Safety Commission.

Schneider Electric has identified a potential nonconformance with certain Square D Brand General Duty, 120/240 volt, 30 and 60 amperes, safety switches manufactured from January 1st, 2014- January 18th, 2018 (date codes 1401 – 1803), built to UL 98 standard. This issue was discovered during analysis of a returned device.

The safety switch can potentially remain energized when the handle is in the "OFF" position. This poses a potential risk of an electric shock or electrocution hazard to consumers. Should a safety switch have this nonconformity, a potential for **PERSONAL INJURY AND PROPERTY DAMAGE** may exist. We are committed to offer you the highest level of reliability in products you purchase from Schneider Electric; hence the decision was made to offer inspection procedures or replace if nonconformed products are found.

Products (Catalog Numbers and date codes) affected by this Offer Safety Alert are identified in Exhibit A and must be inspected per inspection procedures found in Exhibit C. If nonconformance's are found, product should be returned immediately.

For the products which are installed, we request that you either:

- a) Make arrangements to inspect following inspection procedures (Exhibit C)
- b) Notify your customers directly of this issue or;
- c) Provide us with a list of your customers (Company names with complete addresses, phone number and PO, if available) who may have purchased these products. Schneider Electric will notify your customers directly upon receipt of your "sold to" list.

If the safety switch has been operated previously and the load has been verified to be deenergized, please complete the form located at www.schneider-electric.us/gdss-inspectionform. No additional action is required.

The non-conformance does not immediately impact the performance, but could limit the ability to use the safety switch to deenergize downstream loads and/or equipment, the inspection can be scheduled to minimize impact to the customer and the customer's operation.

We regret any inconvenience this may cause you. For additional information, please go to www.schneider-electric.us/gdss-safetyalert. Please contact Schneider Electric Recovery Administration at 1-877-672-1953 for questions. Please refer to PRB-207512 when calling.

Sincerely,

Schneider Electric Recovery Administration

Enclosures: Exhibit A,B,C, and D (For additional information and action needed)



Exhibit A (page 1 of 2): Identification of Catalog and Date Code

REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R

Danger: Hazard of Electric Shock, Explosion, or Arc Flash.

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

- Apply appropriate personal protective equipment (PPE) & follow safe electrical work practices. See NFPA 70E.
- 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.

Verify Safety Switch is affected by Subject Offer Safety Alert:

Verify if the safety switch is an affected catalog number (Table 1) and was manufactured during the affected date code range manufactured from January 1st, 2014 through January 18, 2018 (date codes 1401 – 1803 inclusive).

Table 1: Affect Catalog Number

DU222RB	DU322RBUP	D221NRBUP	DU221RBUP
DU222RBUP	D211NRB	D321NRB	CD321NRB
DU321RB	D211NRBCP	D321NRBCP	DU321RBCP
DU321RBUP	D221NRB	D321NRBUP	DU322RBCP
DU322RB	D221NRBCP	DU221RB	

The ampere and voltage are located on the front of the safety switch. The catalog number can be found on the side label of the safety switch. The date code and catalog number can be found on the back of the safety switch. (See illustration below).

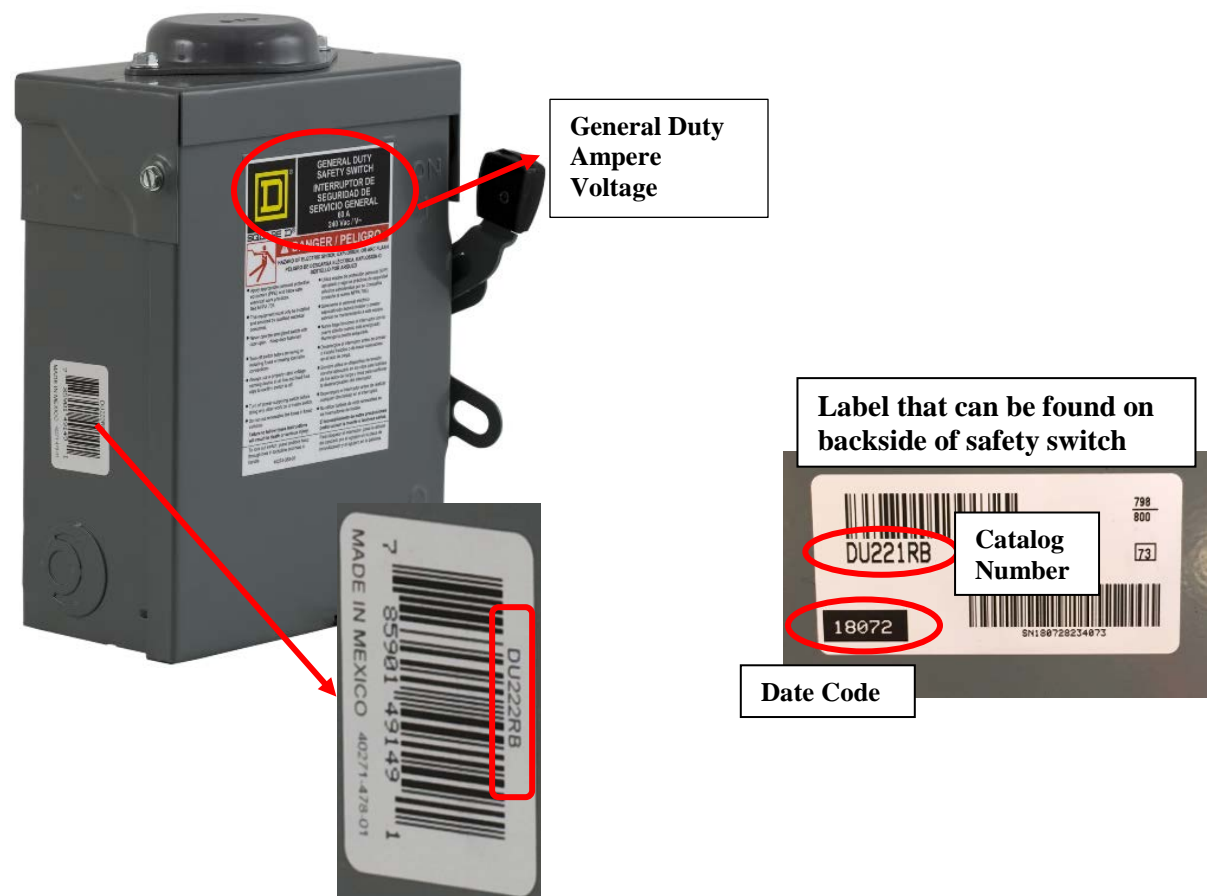




Exhibit A (page 2 of 2): Identification of Catalog and Date Code

REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R

Location of Catalog Number and Date Code on Packaging /Carton Label. (See illustration below).



How to read Date Code:

The Square D Brand General Duty Safety Switch Date Code contains production date with the year and week: YYWW.

Example: 1803 = Year 2018 and week of year 3.

Please go to www.schneider-electric.us/gdss-safetyalert or contact Schneider Electric Recovery Administration at 1-877-672-1953 for questions.



Exhibit B (page 1 of 2): Recommended Actions for Distributors/OEMs

REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R

Recommended Action for Distributors / OEM's for Products in Inventory Only (Not Installed):

1. Check your inventory and determine if you have products involved in the Offer Safety Alert as listed above in Exhibit A. For any product matching the criteria detailed in Exhibit A, please inspect the product per Exhibit C. If inspection is not possible, customers may follow the below return process.

Return Process:

1. Contact our Customer Care Center to return product for replacement and get a Return Materials Authorization (RMA) number.
 - a. Email: ccc-claims@schneider-electric.com and use the email heading: "PRB-207512"
 - b. Or Telephone: 888-778-2733 (Option 3 Claims Team). Reference PRB-207512.
2. Please complete the inspection form found at www.schneider-electric.us/gdss-inspectionform.com to indicate products being returned. This action will remove you from future mailings about this topic

Recommended Action for Distributors and OEMs for Products Sold to Customers:

Option 1: Contact Customers Directly

1. Identify any customers to whom you sold Square D Brand General Duty, 120/240 volt, 30 and 60 amperes safety switches that are affected by this Offer Safety Alert, or identify customers with the affected products that were included in products you sold or manufactured.
2. Notify these customers by mailing a copy of this Offer Safety Notice with its appropriate exhibits with instructions to determine the Catalog number of an installed product. After mailing the notification letters to your customers, complete the enclosed document "User Identification Form" found in Exhibit D and email Schneider-recovery.canada@schneider-electric.com indicating you have (or will) notify your customers:

Option 2: Schneider Electric Contacts Customers

1. In the next 90 days, provide a list of customers that may have purchased these products to Schneider Electric. Please be sure to include the following information. This information can be submitted electronically through website www.schneider-electric.us/gdss-safetyalert.
 - Company Name
 - Full Address
 - A contact name at your Customer who is familiar with the product
 - PO (if available) and phone number
 - Catalog number of the General Duty Safety Switch and the quantity
2. For installed products the customer has two options available
 - Inspect product per inspection procedures found in Exhibit C or
 - Replace safety switch with a new safety switch



Exhibit B (page 2 of 2): Recommended Actions for Distributors/OEMs

REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R

Recommended Action for Installed Products Only:

1. Verify if installed products are part of affected catalog number (Exhibit A)
2. Follow the inspection guidelines in Exhibit C
 - a. If the safety switch has been operated previously and the load has been verified to be deenergized, no additional action is required.
3. For each safety switch that is inspected, please complete the Inspection Procedure (Exhibit C) by going to www.schneider-electric.us/gdss-inspectionform. Please indicate the catalog number, quantity of safety switches inspected, and customer information. This inspection form should be completed for all inspected safety switches.
4. For each safety switch that is determined to be within the affected date codes, and is to be replaced, contact your Schneider Electric distributor and order replacement safety switches. Return the original safety switch to your distributor. Please note: Only your local Schneider Electric Distributor can initiate a Return Materials Authorization (RMA) to exchange your device for credit.



Exhibit C (page 1 of 4): Inspection Procedures

REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R

Inspection procedure regarding the following catalog numbers manufactured within date codes 1401 – 1803 (January 1, 2014 – January 18, 2018). The safety switch can potentially remain energized when the handle is in the "OFF" position. This poses a potential risk of an **Electric shock or Electrocution hazard** to customers. Refer to Table 1: Impacted Catalog Numbers for impacted references.

Table1: Impacted Catalog Numbers

DU222RB	DU322RBUP	D221NRBUP	DU221RBUP
DU222RBUP	D211NRB	D321NRB	CD321NRB
DU321RB	D211NRBCP	D321NRBCP	DU321RBCP
DU321RBUP	D221NRB	D321NRBUP	DU322RBCP
DU322RB	D221NRBCP	DU221RB	

DANGER



HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH

Do not turn handle of switch to be inspected on or off unless all steps of this procedure are followed.

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

1. Apply appropriate personal protective equipment (PPE) and follow safe electrical work practices. See NFPA 70E.
2. Never operate energized switch with door open. Keep door fastened.
3. Always use properly rated voltage sensing device at all line and load fuse clips to confirm switch is off
4. Always verify that a device is de-energized before working on it. This must be done with a properly rated voltage sensing device as stated above. This step would detect a safety switch that is nonconforming.

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

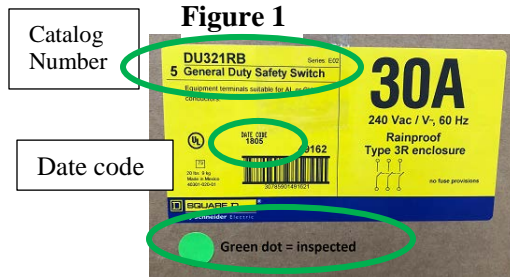


Exhibit C (page 2 of 4): Inspection Procedures

REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R

Safety Switch: Not Installed Inspection Procedure:

1. If safety switch has a green dot near packaging label it has previously been inspected. No further action required. See Figure 1
2. If safety switch is still packaged, locate the catalog number and date code. See Figure 1
3. If safety switch is included in affected catalog numbers (Table 1) and date code is within 1401 – 1803, complete inspection form: www.schneider-electric.us/gdss-inspectionform.
 - a. If safety switch is outside date code range, or not affected catalog numbers no further action is required.



4. Remove safety switch from original manufacture package. Open safety switch cover
5. Ensure handle is in the 'ON' position and blades closed. See Figure 2.

Figure 2

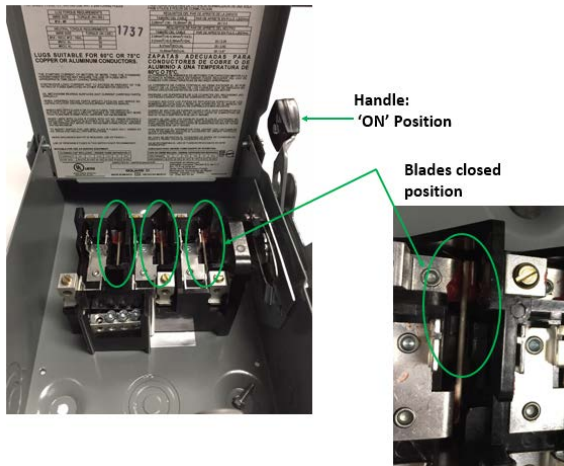
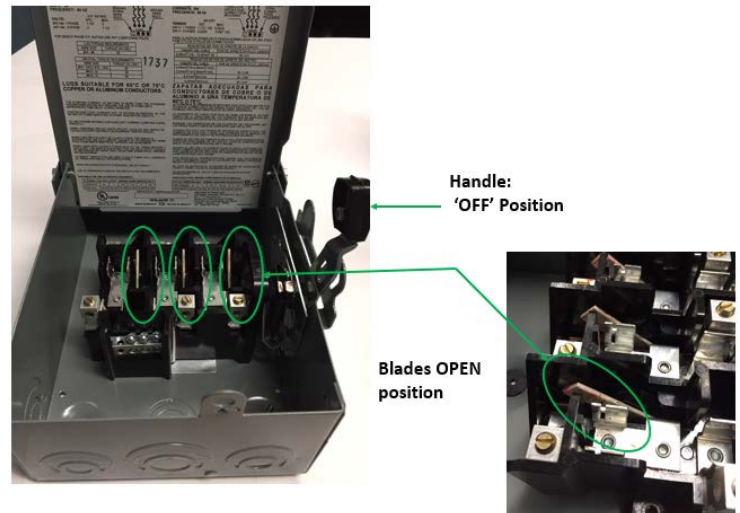


Figure 3



6. Cycle handle to 'OFF' position and confirm blades are 'OPEN.' See Figure 3. No further action is required.
 - a. If blades stay in 'CLOSED' position (See figure 4) do not put into service. Return safety switch to Schneider Electric for replacement (See Exhibit B for return process).

Figure 4

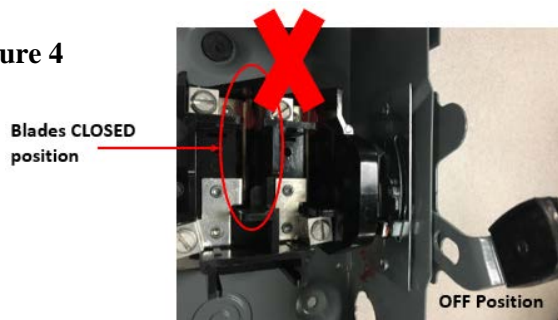




Exhibit C (page 3 of 4): Inspection Procedures

REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R

Safety Switch: Installed, but not energized Inspection Procedure:

1. Verify safety switch is a General Duty, 120/240V or 240V, 30 or 60A by viewing front label (See Figure 5) and/or confirming catalog number on the side label of the safety switch (See Figure 6). Date code confirmation not required if installed.

Figure 5

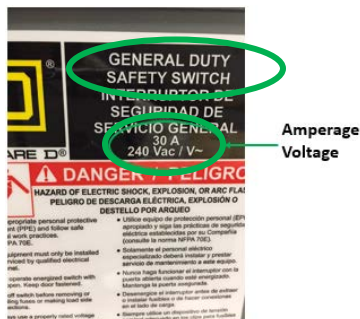


Figure 6



2. Once confirmed safety switch is not energized, open safety switch cover.
3. Ensure handle is in the 'ON' position and blades closed (Figure 2)
4. Cycle handle to 'OFF' position and confirm blades are 'OPEN.' (Figure 3)
 - a. If blades are in the 'OPEN' position, no further action required.
 - b. If blades stay in 'CLOSED' position (Figure 4), uninstall safety switch. Return safety switch to Schneider Electric for replacement.
5. Complete inspection form: www.schneider-electric.us/gdss-inspectionform.

Safety Switch: Installed, and energized Inspection Procedure:

1. Verify safety switch is a General Duty, 120/240V or 240V, 30 or 60A by viewing front label (See Figure 5) and/or confirming catalog number on the side label of the safety switch (See Figure 6). Date code confirmation not required if installed.
2. If the safety switch has been operated previously and the load has been verified to be deenergized, no additional action is required. Complete inspection form: www.schneider-electric.us/gdss-inspectionform.
3. If the safety switch is not providing critical power and can be safely shut off without damaging equipment, and/or causing injuries; cycle the switch to 'OFF' position. Verify if downstream loads are deenergized.
 - a. If downstream device(s) are deenergized, cycle the safety switch back to 'ON' position. No further action is required.
 - b. If downstream device(s) are still energized, contact Schneider Electric Recovery Administration at 1-877-672-1953 and complete inspection form: www.schneider-electric.us/gdss-inspectionform. The safety switch can temporarily remain in use; however, it cannot be used to deenergized a load or shut down equipment.
 - i. Mark the safety switch (outside near handle) with a red tag or card containing the following information, "Danger – This safety switch does not open and disconnect power. Schneider Electric has been contacted and replacement is scheduled."
 - ii. The safety switch will be required to be taken out of service and replaced.



Exhibit C (page 4 of 4): Inspection Procedures

Attachment 1 – Inspection Form for “General Duty 30 & 60A, 120/240V Safety Switch”

This inspection form can be completed via the following link: www.schneider-electric.us/gdss-inspectionform

Results of Inspection					
Total Quantity Inspected	Quantity verified as operational	Quantity that was not operational	<i>Complete if non-operational unit was detected:</i> Product has been marked per instruction and 1-888-778-2733 has been called for replacement (circle response)		
			<div style="text-align: center;">Yes No</div>		
Location of Equipment (please verify)					
Company Name or Building Owner					
Street Address					
City		Prov / State		Postal Code	
Contact Information					
Contact Name					
Title					
Company Name or Building Owner					
Phone		Email			

Next Steps:

Please return this form: via email to Schneider-recovery.canada@schneider-electric.com



Exhibit D (page 1 of 1): User Identification Form

REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R

Please complete this form and email: Schneider-Recovery.Canada@Schneider-Electric.com

Questions about this notice: Recovery Administration Team at 1-877-672-1953, refer to PRB-207512

Your name, company name and address: _____

 _____ Acct. Number _____

Please check one box:

- ☐ I will notify our customers of this safety notice
☐ Please notify our customers of this safety notice
☐ Does not affect me; take me off the mailing list

If you choose to have Schneider Electric notify your customers, please provide the below information per customer. Data can be email via spreadsheet (Excel), Word, or any other electronic form. (Attach additional sheets as needed.)

Company Name		Company Name	
Contact/Phone #		Contact/Phone #	
Street		Street	
City		City	
State & Zip		State & Zip	
Email	Cust PO#	Email	Cust PO#

Company Name		Company Name	
Contact/Phone #		Contact/Phone #	
Street		Street	
City		City	
State & Zip		State & Zip	
Email	Cust PO#	Email	Cust PO#