

DATE: 19-10-2021

TO: Our Valued Customers

SUBJECT: **ComPact NSX, NSU, NSC 400 – 630A, EasyPact CVS, EZC, EZD, EZS, CSU 400 – 630A , PowerPact L 250 – 600A**, Moulded Case Circuit Breakers

Ref.: **PRB-233066**

 **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. According to our records, your company has recently purchased (refer to **Appendix 3**) **ComPact NSX, NSU, NSC 400 – 630A , EasyPact CVS, EZC, EZD, EZS, CSU 400 – 630A , PowerPact L 250 – 600A** (please refer to **Appendix 02** for details on identifying the impacted product). These products have either been purchased for incorporation into a finished offer such as a Low Voltage Distribution equipment or Generator Set for example (LV switchboard Builder or OEM) or have been supplied directly to an installation.

As part of our ongoing quality monitoring process, we bring to your urgent attention a safety issue that has exhibited itself on some of the **ComPact NSX, NSU, NSC 400 – 630A , EasyPact CVS, EZC, EZD, EZS, CSU 400 – 630A , PowerPact L 250 – 600A** Moulded Case Circuit Breakers (“MCCB”).

The potentially affected MCCB may contain a nonconforming component that may result in the circuit breaker not operating as intended under certain conditions. Should this condition occur, a potential for **PERSONAL INJURY AND/OR PROPERTY DAMAGE** may exist. Hence Schneider Electric has decided to carry out a full investigation and remedial action.

Corrective actions have been implemented at Schneider Electric to prevent this issue being repeated on any new MCCB.

The purpose of this letter is to inform you about the potential risk and ask you to provide the proper identification and information. This information will be used to identify and complete necessary remedial work.

We urge you to comply with the requests in this document and follow the containment actions described in **Appendix 01 below.**

We regret any inconvenience this may cause. Thank you for understanding and assistance, if you would like to discuss this further please contact us.

Yours faithfully,

Power Products- Customer Satisfaction & Quality

Schneider Electric

Avalon Coetzer – 33-37 Port Wakefield Rd, Gepps Cross, Adelaide,

Phone: + 61 0439777085

Appendix 01: Containment Actions

1. **To identify if you have any potentially affected** Molded Case Circuit Breakers **MCCB(s)** using the device reference and date code, please refer to [Appendix 02](#)
2. If you are not able to determine if your **MCCB** is potentially affected, contact your local helpdesk
Email: customercare.au@schneider-electric.com
3. **If you have identified potentially affected MCCB(s), please follow these instructions:**
 - 3.1. In all cases:
 - 3.3.1. If you are a Reseller:
 1. If the affected MCCB is still at your facilities, please contact our local helpdesk: [Email: customercare.au@schneider-electric.com](mailto:customercare.au@schneider-electric.com) before shipping to customers. An **RMA as RTE will be raised for return to our Distribution Centre (Field Service Area).**
 2. If you have already sold the affected MCCB(s), complete **the Appendix 3 - Excel Spreadsheet attached with the 2nd Tier Customer Contact information** and return this to us so we can forward this Safety Notice to your customer to organize the necessary intervention/repair on site.
 - 3.3.2. If you are an End User:
 1. Please verify the location of the affected MCCB(s) in your facility then complete **the Appendix 3 - Excel Spreadsheet attached with the Site Contact, Address, email and Telephone number**, please return this information via email to our local helpdesk customercare.au@schneider-electric.com. This information is critical to ensure that we have the correct site address and site contact details in order to schedule the remediation.
 2. Upon receipt of the End User Information sheet, Schneider Electric will contact you to discuss relevant options. You can also contact your local helpdesk: [Email: customercare.au@schneider-electric.com](mailto:customercare.au@schneider-electric.com) for any information.
 3. For any products identified as potentially impacted by this notice, AND is in operation (installed and energized), **please print and apply the danger label provided in Appendix 05 to the equipment** in which the circuit breakers are installed.
 - 3.2. Please refer to safety instruction, [Appendix 04](#) for any intervention.

Appendix 02: Identification of potential affected products – refer to Appendix 2 attached.

Prior to taking any actions, to identify date code of the product to confirm it is impacted by this safety notice for any product that is in operation (energized), **ensure to carefully follow the safety instructions in Appendix 04**

Appendix 03: Attached Customer Excel Spreadsheet requiring 2nd Tier Customer info or End User Information (To be returned to SE via Email: customercare.au@schneider-electric.com)

Appendix 04: Safety instructions for any intervention.

Important Information

NOTICE

Read these instructions carefully, and look at the equipment to become familiar with the device before trying to install, operate, or maintain it. The following special messages may appear throughout this documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this symbol to a Danger or Warning safety label indicates that an electrical hazard exists, which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

DANGER

DANGER indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

WARNING

WARNING indicates a potentially hazardous situation which, if not avoided, can result in death or serious injury.

CAUTION

CAUTION indicates a potentially hazardous situation which, if not avoided, can result in minor or moderate injury.

NOTICE

NOTICE is used to address practices not related to physical injury.

PLEASE NOTE

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel.

No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and the installation, and has received safety training to recognize and avoid the hazards involved.

Safety instructions



DANGER

HAZARD OF ELECTRIC SHOCK, EXPLOSION OR ARC FLASH

- Apply appropriate personal protective equipment (PPE) and follow safe electrical work practices. See NFPA 70E, CSA Z462 or local equivalent.
- This equipment must only be installed and serviced by qualified electrical personnel.
- Unless specified otherwise in the maintenance procedures, all operations (inspection, test and preventive maintenance) must be carried out with the circuit breaker (device and chassis) and the auxiliary circuits de-energised.
- Checks to ensure that the circuit breaker is de-energised must be carried out on the upstream and downstream terminals.
- Always use a properly rated voltage sensing device to confirm power is off.
- Install safety barriers and display a danger sign.
- During the tests, it is strictly forbidden for anyone to touch the circuit breaker or the conductors while voltage is applied.
- Before putting the equipment back into operation, it is mandatory to check that all connections are made with the correct tightening torque, the inside of the cabinet is clean, all devices, doors, and protective covers are in position and the circuit breaker is off (open position).

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

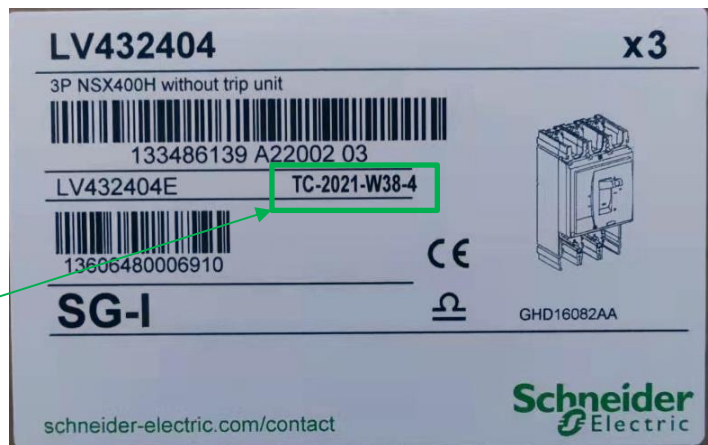
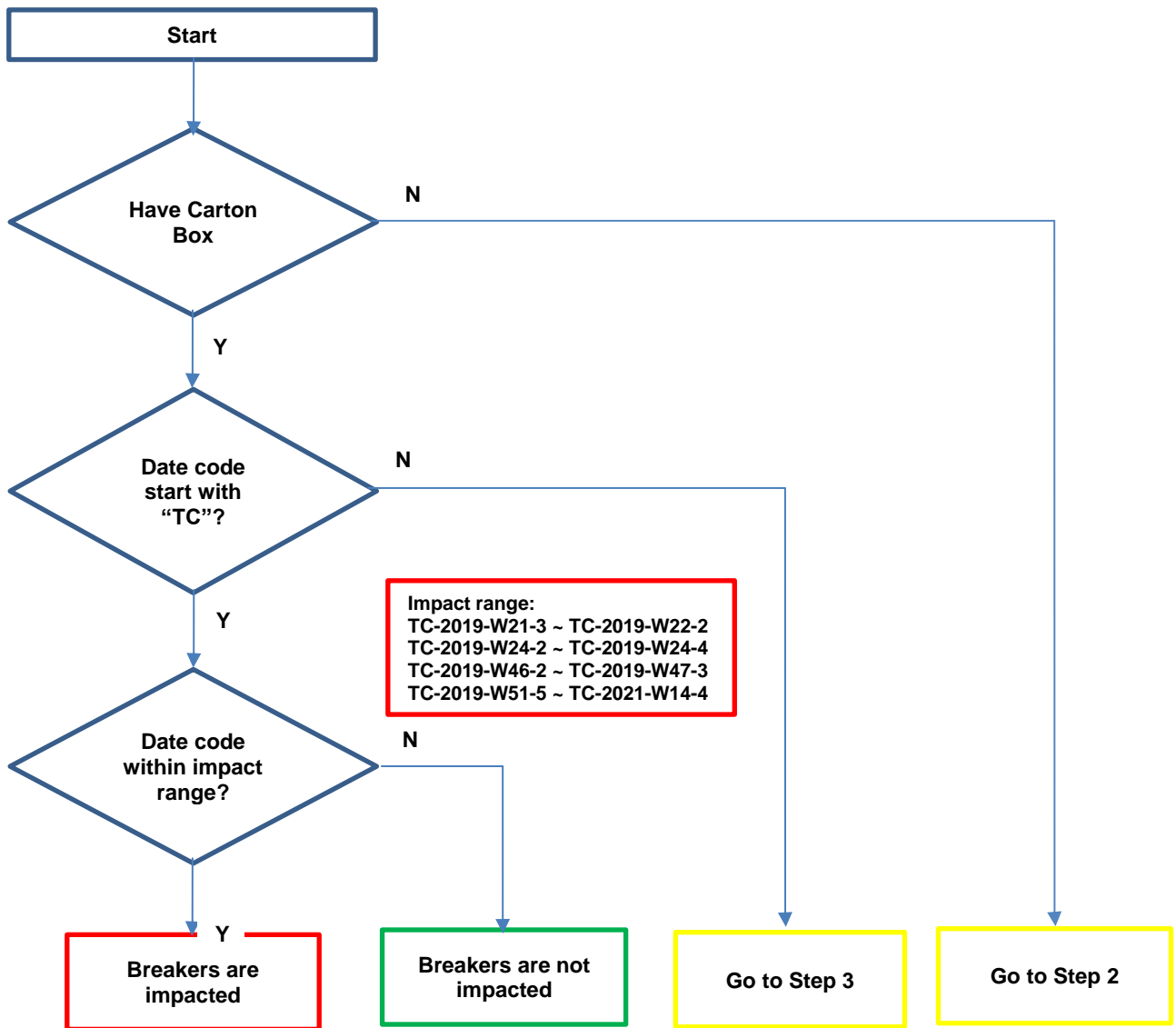
Appendix 05: Warning label

 DANGER / PELIGRO / DANGER	
	<p>HAZARD OF ELECTRIC SHOCK, BURN EXPLOSION OR ARC FLASH</p> <ul style="list-style-type: none">• This equipment may contain a Compact NSX, <u>PowerPact L</u>, or <u>EasyPact</u> circuit breaker with a potentially non-conforming part that may result in a non-functional circuit breaker. These products require remediation be performed.• If servicing this equipment, always use properly rated PPE. <p>Failure to follow these instructions will result in death or serious injury.</p>

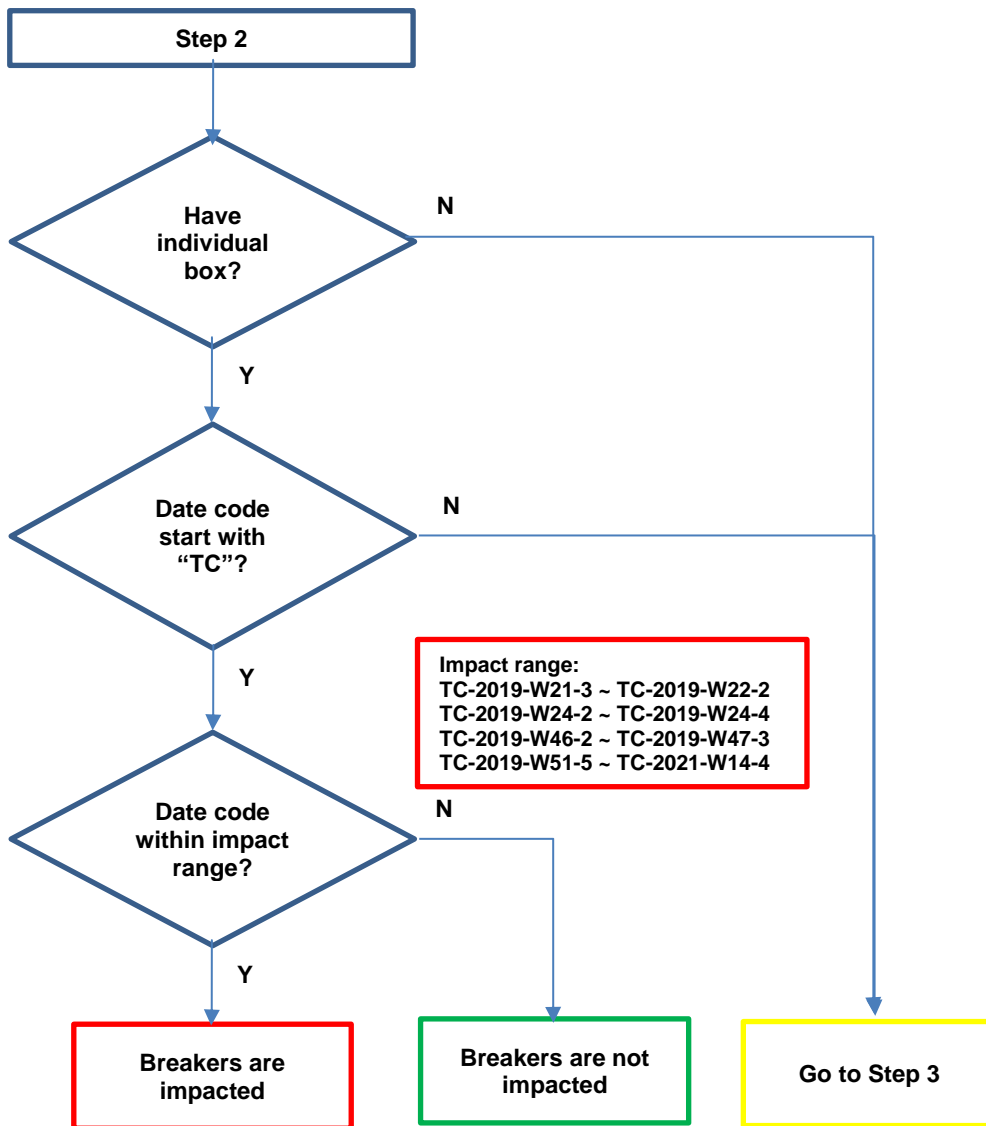
Appendix 02: Identification of potential affected products – as per below breaker type

Prior to taking any actions to identify date code of the product, to confirm it is impacted by this safety notice, any product that is in operation (energized), **ensure to carefully follow the safety instructions in Appendix 4.**

Date code Identification guidance (Suitable for Compact NSX Breaker)

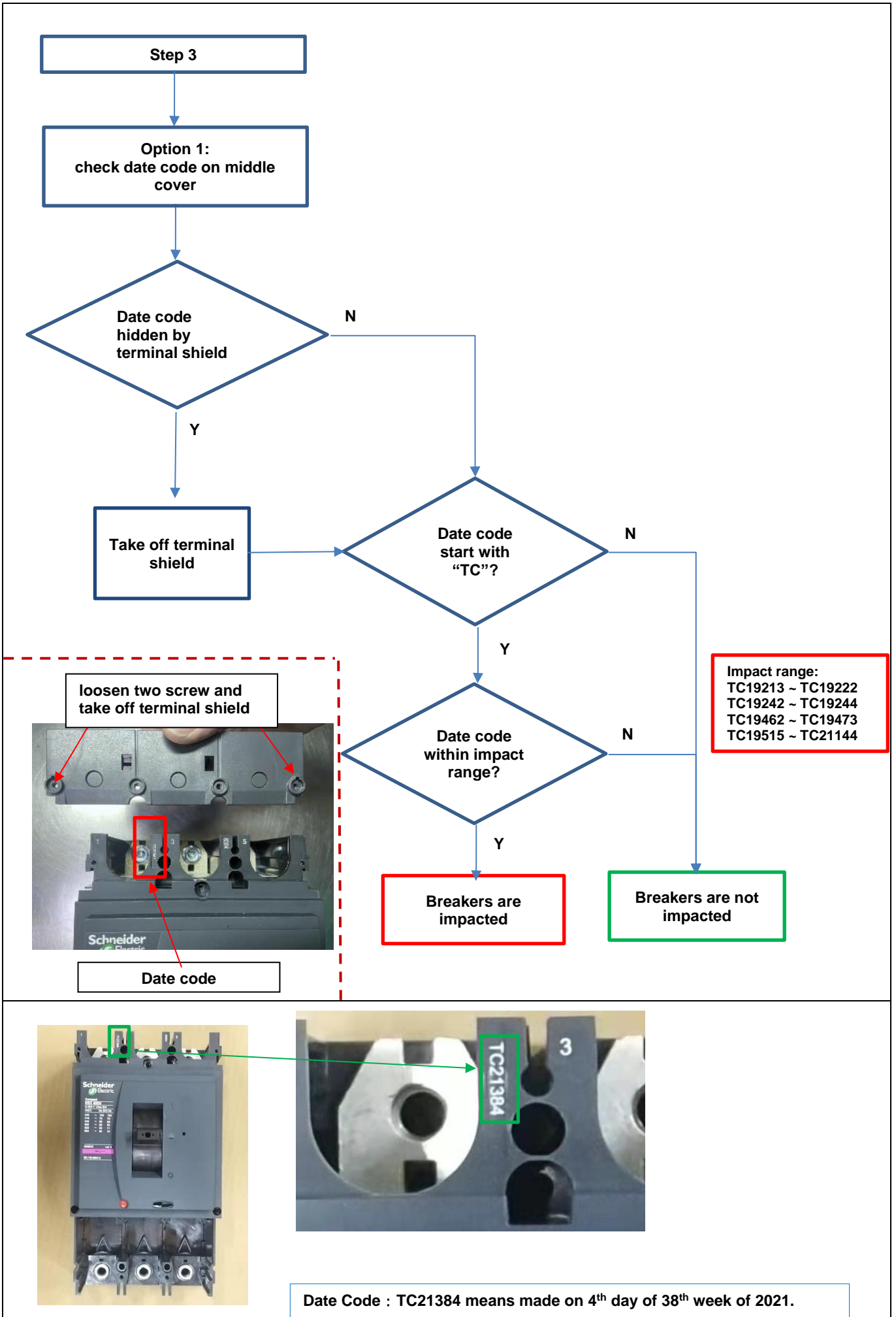


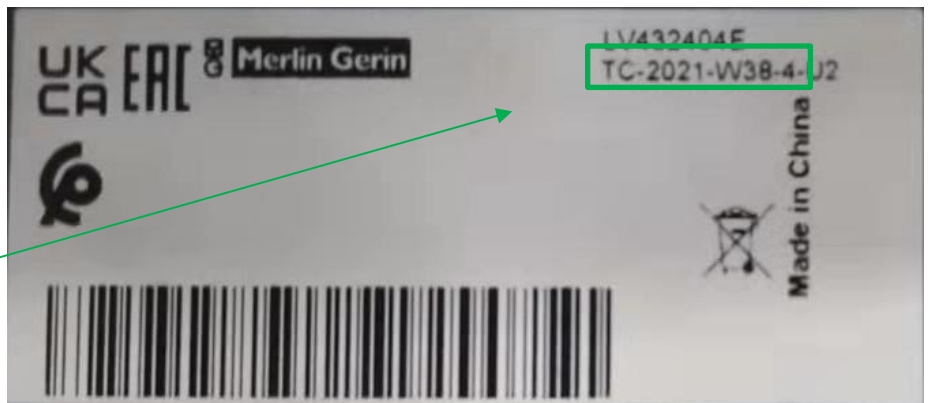
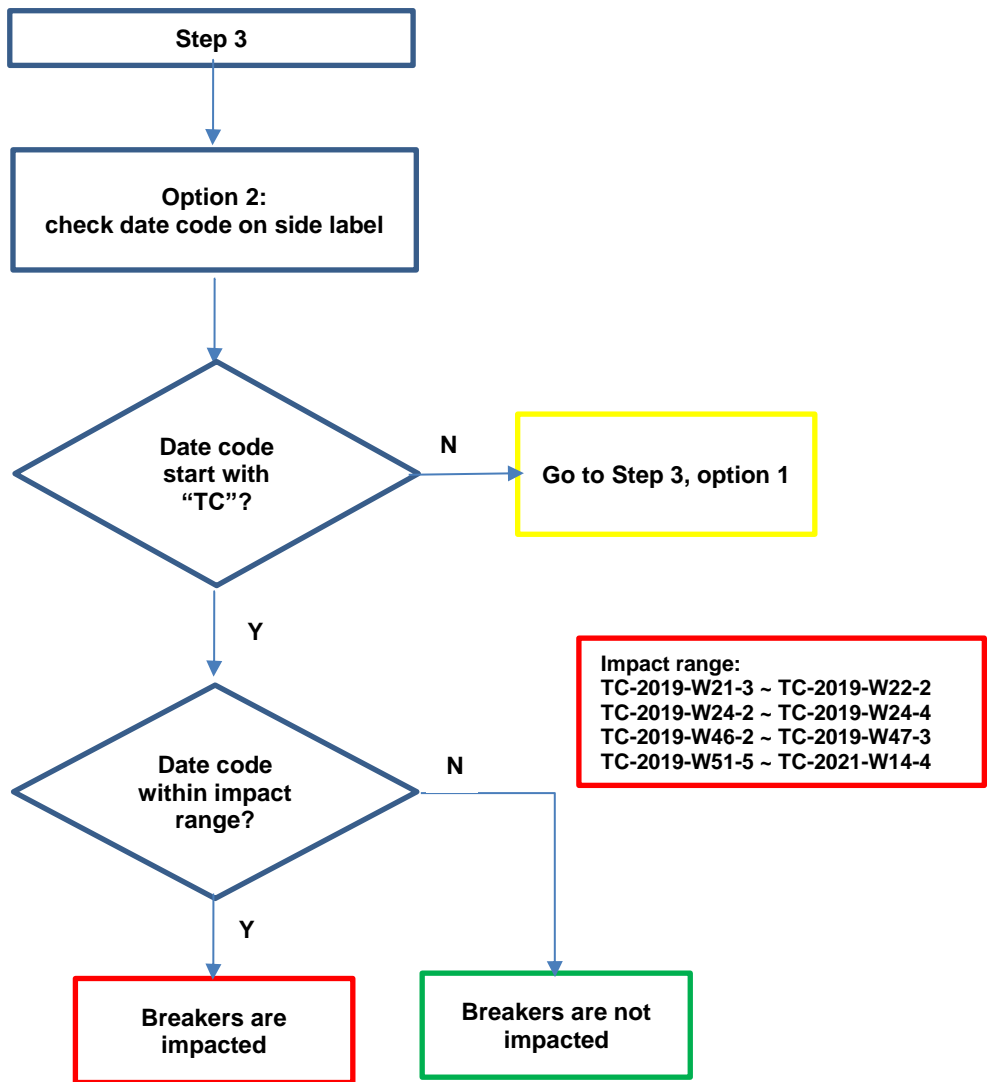
Date Code : TC-2021-W38-4 means made on 4th day of 38th week of 2021.



LV432404		x1
EAC 3P NSX400H without trip unit NSX400H 3P sans déclencheur NSX400H 3P SR Bloque de corte	Made in China TC-2021-W38-4 LV432404E 中国制造	 Ω CE
UK CA 	Compact NSX	 GHD16082AA
 3 606480 006913		
schneider-electric.com/contact		

Date Code : TC-2021-W38-4 means made on 4th day of 38th week of 2021.

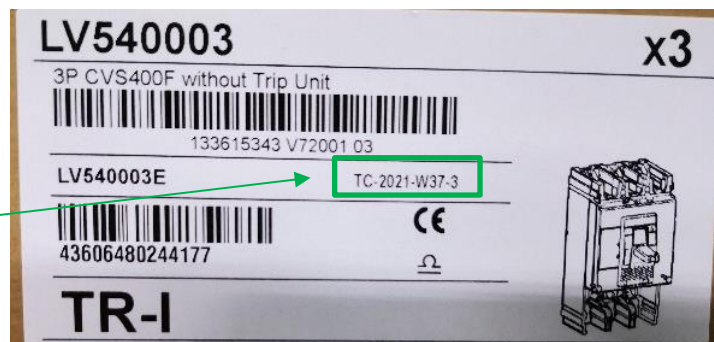
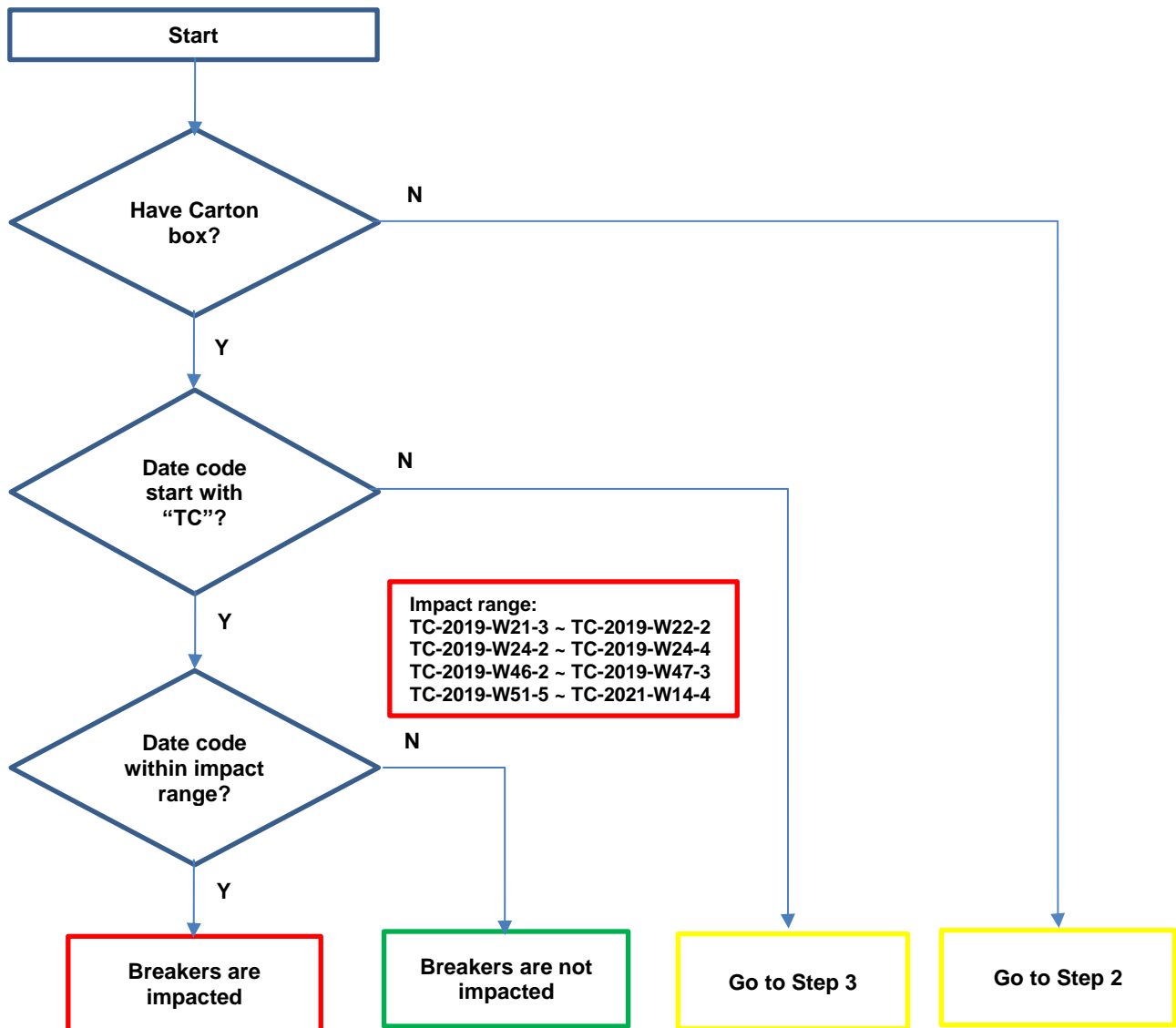




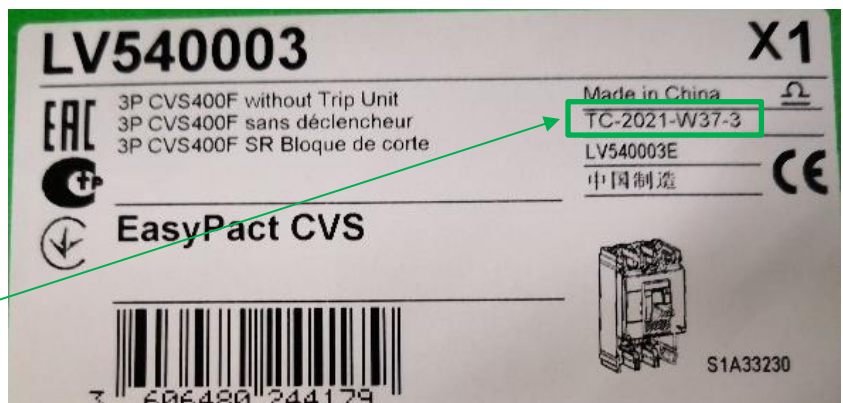
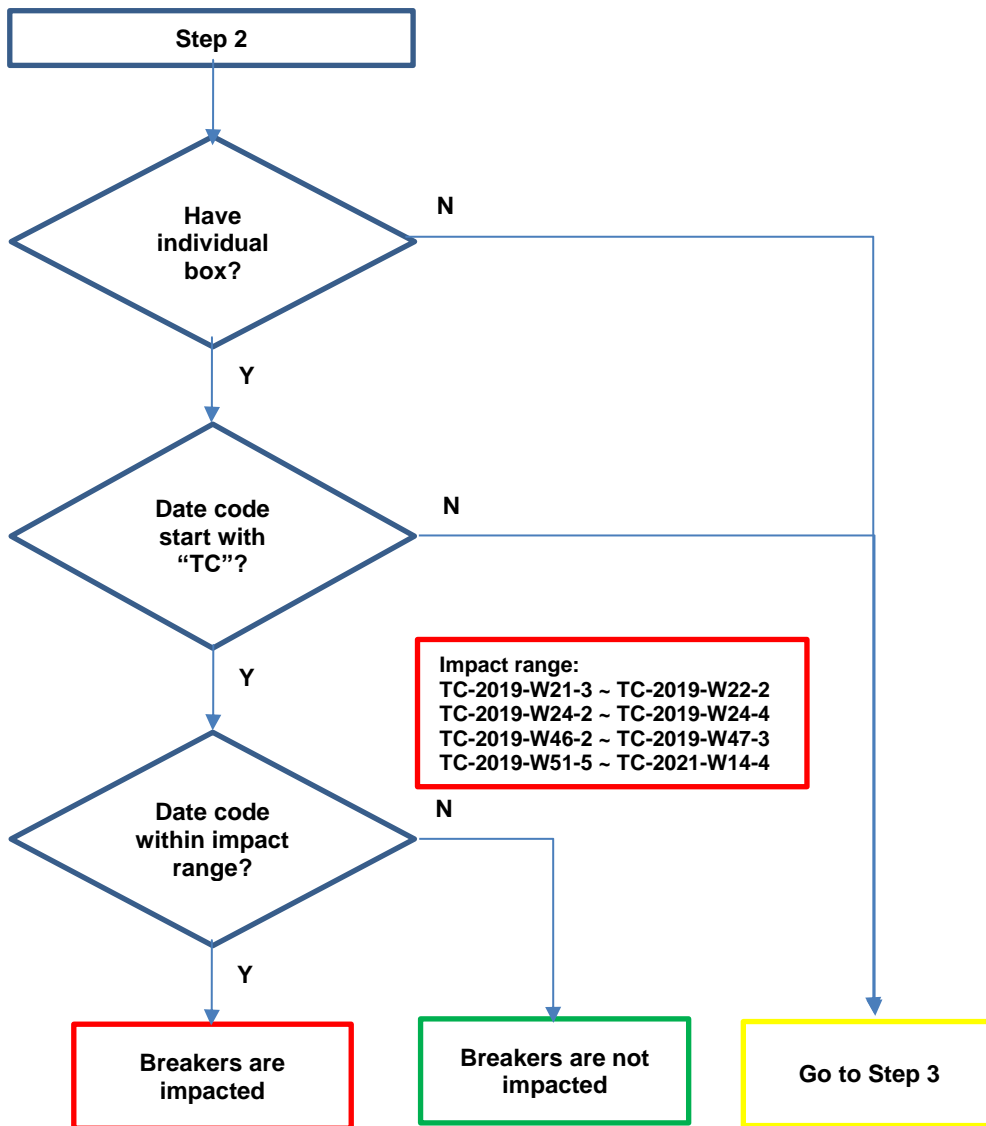
Date Code : TC-2021-W38-4 means made on 4th day of 38th week of 2021.

Attention:
Side label location
as above picture
Other location labels
no need to check.

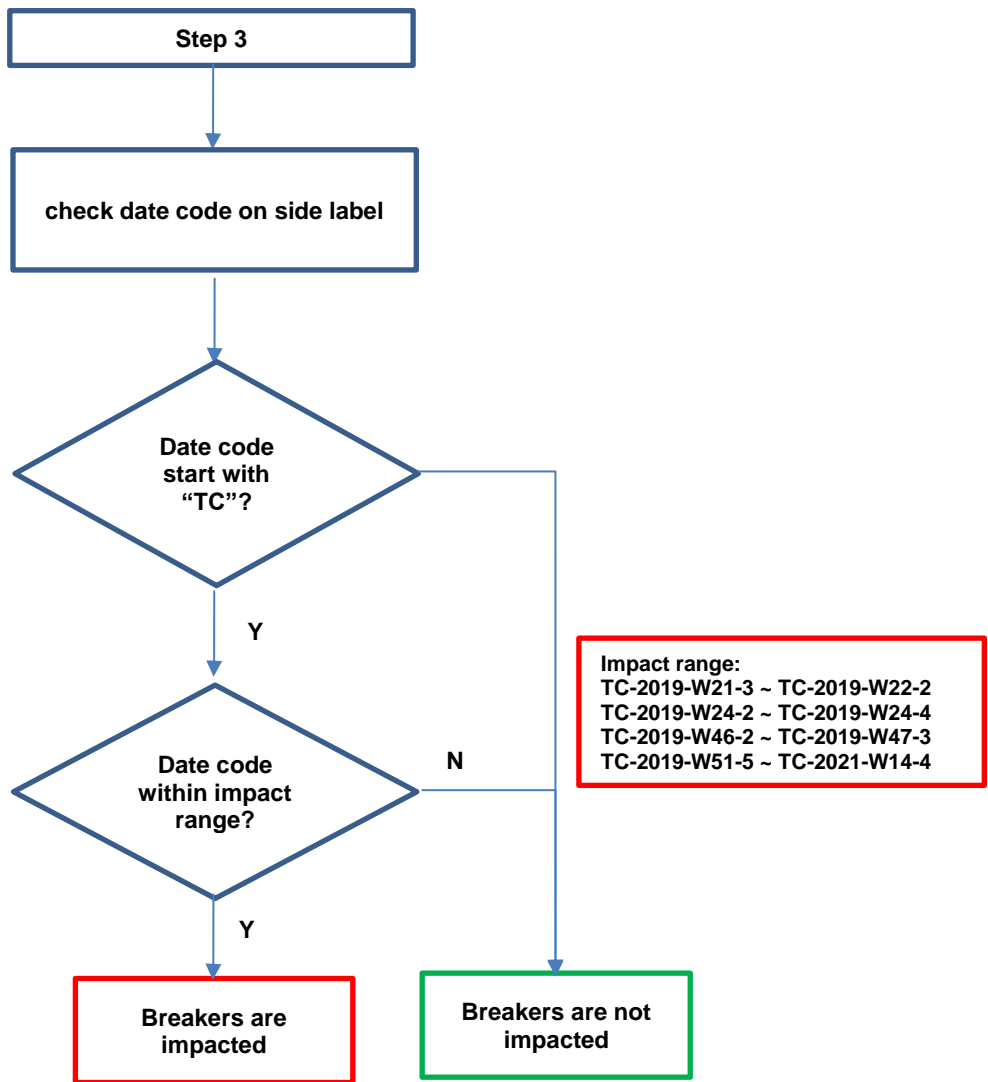
Date code identification guidance (Suitable for EazyPact CVS breaker)



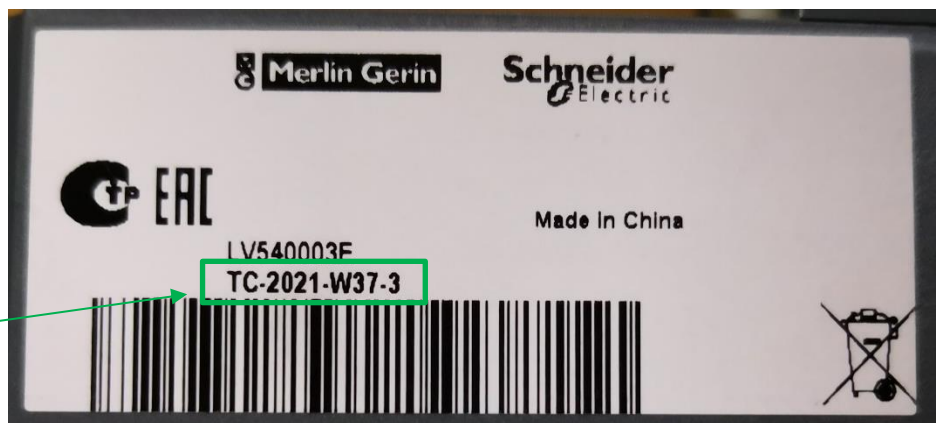
Date Code : TC-2021-W37-3 means made on 3rd day of 37th week of 2021.



Date Code : TC-2021-W37-3 means made on 3rd day of 37th week of 2021.

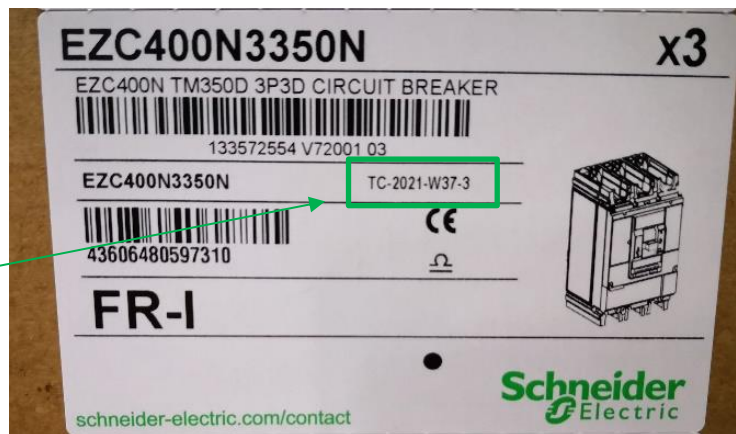
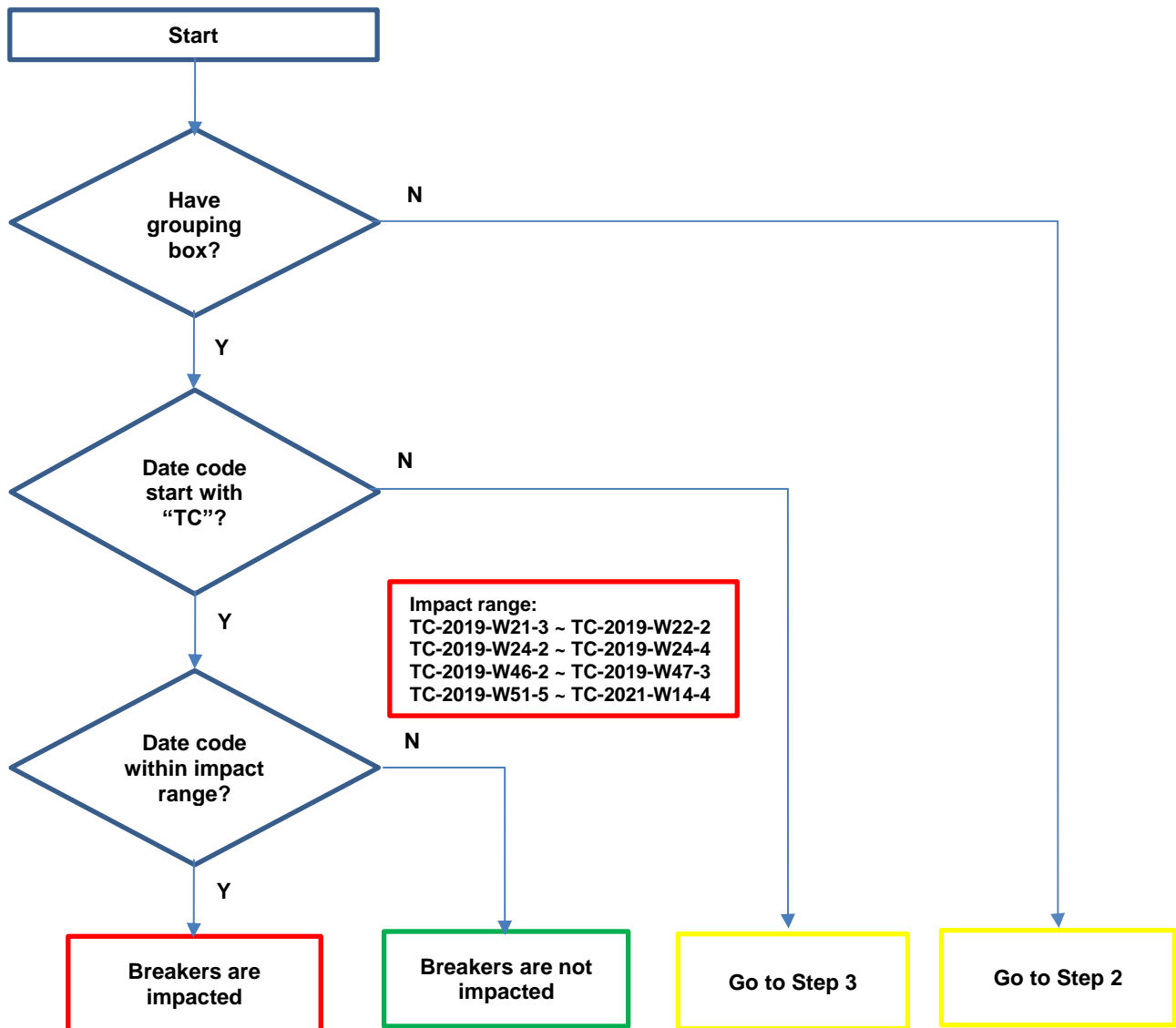


Attention:
 Side label location
 as above picture
 Other location labels
 no need to check.

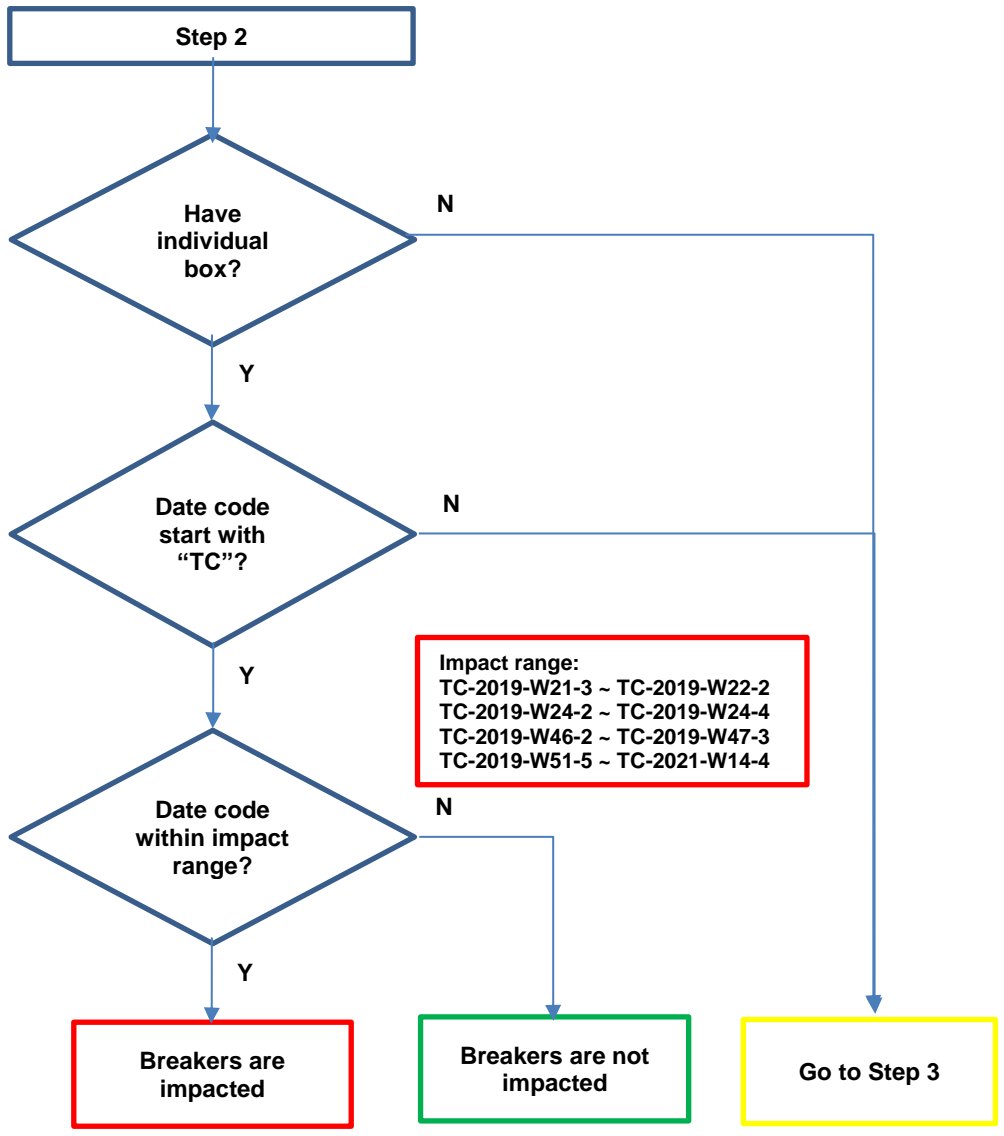


Date Code : TC-2021-W37-3 means made on 3rd day of 37th week of 2021.

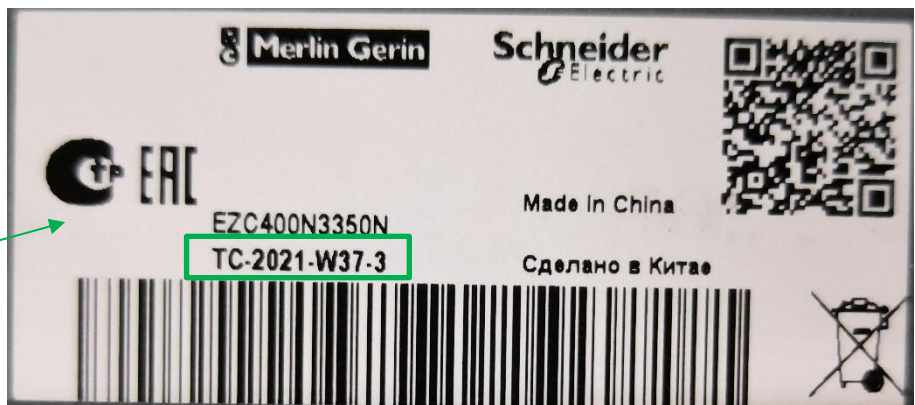
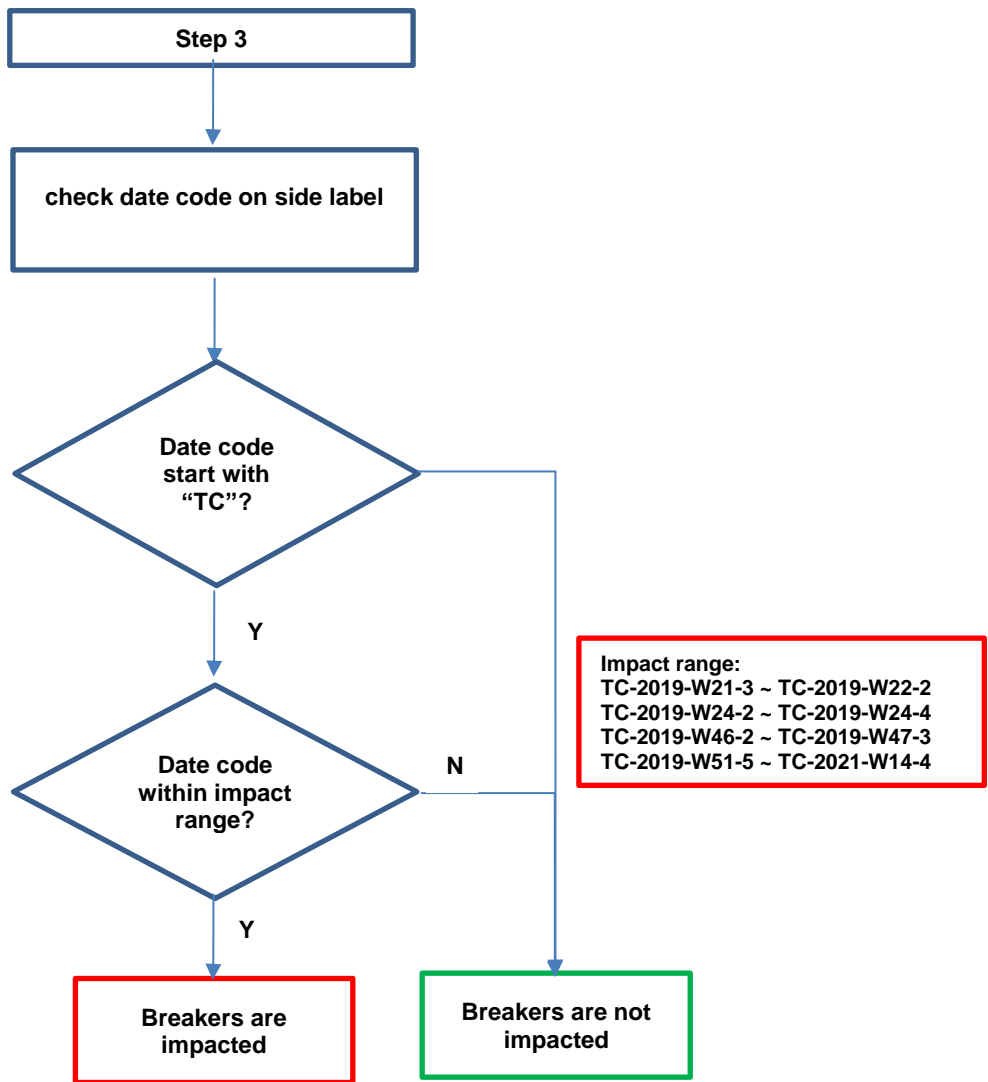
Date code Identification guidance (Suitable for EZC Breaker)



Date Code : TC-2021-W37-3 means made on 3rd day of 37th week of 2021.



Date Code : TC-2021-W37-3 means made on 3rd day of 37th week of 2021.



Date Code : TC-2021-W37-3 means made on 3rd day of 37th week of 2021.

Attention:
 Side label location
 as above picture
 Other location labels
 no need to check.