

1. What Masterpact circuit breaker is affected by the Safety Alert?

- Masterpact NW 3,4,6 and 8 poles.
- Configurations impacted:
- Fixed and withdrawable versions are impacted
- AC and DC voltages
- Breakers and switches

2. What are the catalog numbers of the Masterpact circuit breakers that are part of the Safety Alert notification?

- Refer to the Masterpact block UV references excel file.

3. Is this a product recall?

- It is an inspection of Masterpact circuit breakers within the affected date code/serial number period. Products that are determined to be non-conforming will be replaced by Schneider Electric.

4. Can I continue to use my Masterpact circuit breaker after inspection?

- Yes, after the Inspection Procedure is followed the Masterpact can remain in service. If the Inspection Procedure reveals the mobile pole is damaged, the circuit breaker must be replaced.

5. What is the date code range to be inspected?

- This information is visible only when circuit breaker is in disconnected position (racked out from the cradle) or not installed
- The link to the procedure for racking out the Masterpact circuit breaker
 - ⇒ https://www.youtube.com/watch?v=IIRJPMg_LM
- AF16321 till AF18132 (inclusive)
 - ⇒ AF: Plant code (Master-Tech, France)
 - ⇒ 16321: 2016, week 32, day 1
 - ⇒ 18132: 2018, week 13, day 2

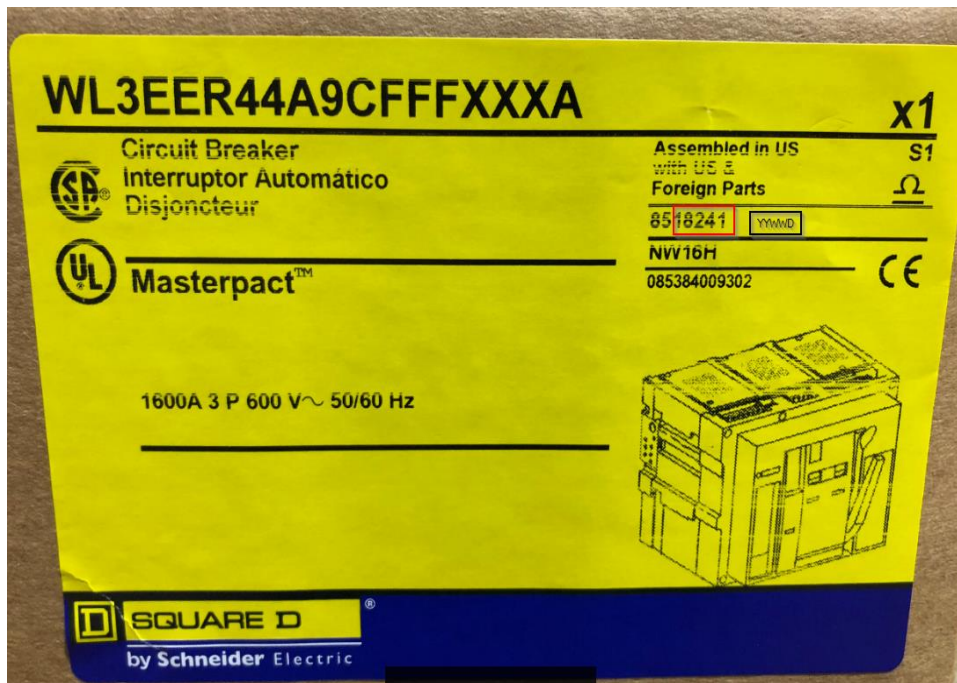
- For Masterpact circuit breakers installed and energized, identification through serial number S/N visible on front face label of the product.



- Please refer to safety notice, the list of impacted breakers by serial number is available in the PRB (includes traceability of mechanism block date code AF).

6. Where do I find the Date Code of a unit that is still in packaging?

- The date code serial number can be found on the carton label.



Date code in the Red Box, Example 18241 [YYWWD - YY- Year ; WW- Week; D- Day]

7. What does the Date Code number mean?

- As an example, Date Code 1401 (the first in the included group) would read the 1th week of 2014 (or the week of January 1, 2014).

8. What is the technical issue?

- Masterpact main contact position is determined by an internal mobile pole moving either to open (O) or closing (I) position. Analysis in manufacturing plant revealed that internal flanges of the mobile pole might have been exposed to possible damage during manufacturing process. As a result, the mobile pole can disconnect from actuator mechanism and may remain closed while circuit breaker is in the Open position (visual observation and/or auxiliary contact position will indicate that the circuit breaker is in the opened position).

9. What type of problem could this create?

- Affected circuit breakers will not be able to interrupt current on all phases during an electric fault or when the Masterpact is in the open position (Off). This poses a potential risk of an electric shock or electrocution hazard to consumers. Should a circuit breaker have this nonconformity, a potential for PERSONAL INJURY AND PROPERTY DAMAGE may exist.

10. What action should I take?

- An inspection to the Masterpact circuit breaker/s can be scheduled with the Schneider response team.
- Schneider Electric has a Web Page dedicated to this project (www.schneider-electric.us/nwhelp) for FAQs, Chat, and downloadable documents.
- Schneider Electric has a Customer Care Center (CCC) that is in operation Monday Through Friday from 8:00 am to 8:00pm Eastern time.(They can be reached as follows: Phone: 888-778-2733,select options 2,1,1 or Phone: 888-272-6841 enter code 985833#)
- For processing an order for local service district to contact you for scheduling, please contact Schneider Electric, Product Support Services; via email at Charlotteservicesadmin@schneider-electric.com or phone toll free at 1-800-634-8730.(Use this contact to return Questionnaire confirming job site address and providing site contact name and number that our service offices can use to coordinate a date and time for the inspection and repair if necessary)

11.What should be done after the inspection of the Masterpact circuit breaker/s?

- The inspection agent will advise if the circuit breaker(s) needs to be replaced. For the circuit breakers that are found to be nonconforming, the Schneider Electric response team will make every effort to replace the affected circuit breaker expeditiously. Schneider Electric will work with the customer and provide updates on the replacement order.

12. If I have new product in the original packaging, should the product be returned?

- The webtool at www.schneider-electric.us/nwhelp can help you identify if the circuit breaker is impacted or not.
- In addition, we recommend checking the date code to determine if the circuit breaker is affected by this Offer Safety Notice.

13.Is there an expiration date to complete the inspection or receive a replacement?

- No, there is no time limit to complete the inspection and receive a replacement, however we strongly recommend that you to complete the inspection as soon as possible so that any potential issue can be quickly identified and resolved.

14.Where can I find more information about this safety alert?

- More information can be found at www.schneider-electric.us/nwhelp

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15.How quickly can this be corrected?

- Schneider will need your circuit breaker serial number and onsite contact to arrange the inspection and will provide the timing of inspection. Every effort will be made to accommodate your schedule and optimize for your operations.
- If the circuit breaker is determined to be nonconforming it will need to be replaced.

16.What will Schneider Electric do to fix damaged circuit breakers?

- Schneider Electric will provide replacement circuit breakers at no charge to the customer for nonconforming circuit breakers.

17.How quickly will my circuit breaker be replaced since this is a problem?

- For the circuit breakers that are found to be nonconforming, the Schneider Electric response team will make every effort to replace the affected circuit breaker expeditiously. Schneider Electric will work with the customer and provide updates on the replacement order.

18.How can I minimize my facility downtime to do this?

- Schneider Electric response team will make every effort to optimize per your schedule to minimize the downtime exposure. Due to safety requirement, this investigation cannot be done with energized equipment. We apologize for this inconvenience.

19.Do you have instructions for these inspections? Can my team handle this inspection and replacement?

- We have work instructions prepared for these inspections. They can be found at www.schneider-electric.us/nwhelp
- We strongly recommend that Schneider Electric field services or Approved and trained by Schneider Electric 3rd party contractors perform this inspection.

20.I have a serial number not on the list, how do I confirm that this is not impacted?

- The webtool at www.schneider-electric.us/nwhelp can determine if the circuit breaker is impacted or not.