

CSA INTERNATIONAL AND SQUARE D CO. ANNOUNCE THE VOLUNTARY CORRECTION ACTION PROGRAM FOR ENCLOSED SWITCHES

Toronto, Ontario - In cooperation with CSA International, Square D Company Groupe Schneider, announce today a corrective action program involving approximately 20,000 general purpose use enclosed switches, sold in Canada. The moulded plastic "bosses" under the bottom of the line bases of the affected switches may have knitline cracks. The "bosses" provide the captivation means for thread forming screws that mount the copper line jaw connectors and switch blade connectors to the base. This could result in reduced spacings between bare live parts and the switch enclosure. Should the switch be subjected to unusually high line voltage surges, a phase to ground arc could occur. If a phase to ground arc were to occur, a potential for **PERSONAL INJURY OR PROPERTY DAMAGE** exists.

There have been no reported incidents in Canada or the United States.

The affected switches were manufactured between November 2, 1998 through November 15, 1999 and include the following series. Only switches with date codes 9845 through 9947 are affected.

Cat/Series	Ratings
D, CD, DU, CDU	100A, 240V ac
H, CH, HU, CHU	60A, 600V ac
H, CH, HU, CHU	100A, 600V ac

The date code can be found at the bottom of the nameplate label installed on the back of the switch door.

The corrective action program provides for the installation of a retrofit insulator under the moulded plastic base of the switches by qualified personnel. Owners of the affected switches should contact their distributor/contractor or the manufacturer for the insulator with installation instructions. The retrofit switches can be identified by the insulator that is visible after installation under the moulded plastic base.

For more information, contact Schneider Electric, Marketing Support at 1-877-615-4947



DATE: 09/18/00

TO: Square D Distributors

SUBJECT: Square D 60 & 100 Ampere F-Series Safety Switches, 30/60/100A T-Series Disconnect Switches in Pump Controls, Combination Starters, 9422 Switch Kits Manufactured between November 2, 1998 and November 15, 1999.

URGENT PRODUCT SAFETY NOTICE
WARNING OF POSSIBLE UNSAFE CONDITION
DELIVER IMMEDIATELY TO RESPONSIBLE PERSON
IN YOUR ORGANIZATION

Schneider Electric has discovered a non-conformity with respect to the Canadian Standards Association (CSA) and Underwriters Laboratories (UL) Standard for Safety in certain Square D safety switches manufactured between November 2, 1998 and November 15, 1999. This non-conformity involves a potential deviation in over surface, or through air clearance requirements of the Standard due to a hairline crack in the line base assembly. Extensive testing has confirmed that products which exhibit the non-conformity, still are in compliance with UL & CSA overvoltage test requirements. However, should the switch be subjected to unusually high line voltage surges, a phase to ground arc could occur. If a phase to ground arc were to occur, a potential for **PERSONAL INJURY OR PROPERTY DAMAGE** exists.

Stop all sales of the affected product immediately. All affected products in your inventory should be returned to Schneider Electric (Caravelle Distribution Centre), in accordance with the recommended action on Attachment 1.

A complete list of products affected by this Product Safety Notice are shown on Attachment 3. The products affected have date codes (first 4 digits only) of 9845XXXXX through 9947XXXXX. The date code is stamped on the outside of the carton near the carton label and on the product label as shown on Attachment 2.

This notice is applicable **ONLY** to the products shown on Attachment 3 with date codes (first 4 digits only) of 9845XXXXX through 9947XXXXX.

Under normal operating parameters the switch will perform as designed and intended. However, variations in electrical system voltages are common and beyond the control of the user. Therefore, to address products which are installed and products in inventory, we request: 1.) return of any of these products in your inventory, 2.) a copy of this Product Safety Notice be prominently displayed in your walk-up counter areas, 3.) you provide us with a list of customers who may have purchased these products. Upon receipt of the list we will notify your customers directly.

We apologize for any inconvenience this may cause you. Should you have any questions, please contact your local Schneider Electric Field Office.

Lorne Hedges
Product Manager
LVDE

ATTACHMENT 1**RECOMMENDED ACTION****60 & 100 Ampere F-Series Safety Switches, 30/60/100A T-Series Disconnect Switches in Pump Controls, Combination Starters, 9422 Switch Kits****Recommended Action:**

1. If you are a distributor, check your inventory and determine if you have products involved in the Product Safety Notice. See Attachment 3 for affected catalog numbers.
2. If you are a contractor, check your inventory to determine if you have products involved in this Product Safety Notice. See Attachment 3 to identify affected catalog numbers. Products identified should be returned to Schneider Electric. Contact Schneider Electric, Marketing Support at 1-877-615-4947 for additional information on products that have been installed.
3. Contact your Customer Service team to obtain a Returned Material Authorization (RMA) number and shipping labels marked, "Attn: Square D 60A/ 100A RRR".
4. Return all product(s) that are affected by this Product Safety Notice as shown on Attachment 3 to:

Schneider Electric
3220 Caravelle Drive
Mississauga, ON L4V 1K9
Attention: Square D 60A / 100A RRR

5. All returned product(s) must be accompanied with the following:
 - a. Completed RMA form
 - b. RMA Shipping labels
6. You will receive full credit of the products(s) returned by completing the Standard Return Policy.
7. Order replacement products.

To ensure proper credit is received for returned product, all of the above actions must be completed.

Products not of the catalog number or date code described on Attachment 3 or that have a "Colored Dot" on the carton are not involved in this notification. Those products, which are not listed in this notice, are acceptable for use.

Questions regarding this return and replacement of affected products should be directed to Marketing Support 1-877-615-4947.

ATTACHMENT 2

PRODUCT INFORMATION

60 & 100 Ampere F-Series Safety Switches, 30/60/100A T-Series Disconnect Switches in Pump Controls, Combination Starters, 9422 Switch Kits

Products affected by this Product Safety Notice are listed on Attachment 3 and were manufactured between November 2, 1998 and November 15, 1999.

The date of manufacture is marked on the product with date code (first 4 digits only) of 9845XXXX through 9947XXXX. The date code is marked on the outside of the carton near the carton label and on the product labels as shown below.



60A & 100A Safety Switches
(Date code location inside door)



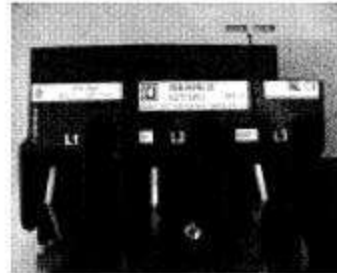
60A & 100A Safety Switches
(Date code location inside door)



Combination Starter
(Date code location inside door)



Well-Guard Pump Control
(Date code on door)



Switch Kit
(Date code on switch)