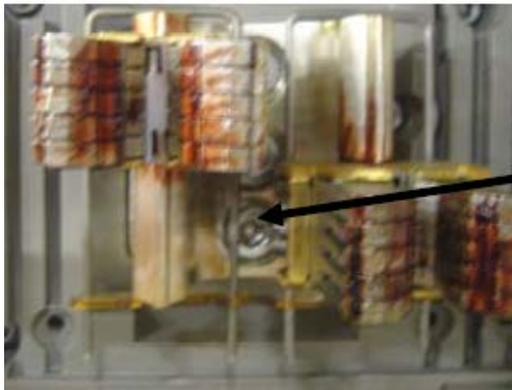


RC103 Frequently Asked Questions:

1. **What is a Masterpact NW breaker?**
Masterpact NW is Schneider Electric's power circuit breaker used in switchgear and motor control centers.
2. **What is PZ4?**
PZ4 (Powerzone 4) is Schneider Electric's rear-connected ANSI rated/UL1066 switchgear.
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4. **What is QED6?**
QED6 (Power-style QED-6) is Schneider Electric's rear-connected UL891 switchboard.
5. **What is QED2?**
QED2 (Power-style QED-2) is Schneider Electric's front-connected UL891 switchboard.
6. **What is QEDS?**
QEDS (Power-style QEDS Speed D) is Schneider Electric's UL891 switchboard.
7. **What is Model 6 MCC?**
Model 6 MCC (Motor Control Center) is Schneider Electric's UL845 motor control center.
8. **Does the Masterpact NW breaker have contact temperature sensors?**
No, there are no contact temperature sensors.
9. **What is bus mounting hardware?**
The bus mounting hardware consists of the bolts and spring washers that fasten the primary connections to the rear of the breakers and/or the rear of the cradle.



10. **What is low clamp force?**
The non-conforming washer that is used with the primary connector mounting bolt can fracture and reduce the torque to zero. If this was to occur, there will be insufficient clamp force resulting in overheating.
11. **Why wasn't the nonconforming hardware found during the factory testing?**
Factory assembly and testing is completed prior to the nonconforming washer fracturing.
12. **Why do we need to de-energize the equipment to perform the update?**
To allow safe access to the equipment to allow updates.
13. **What are the steps necessary to replace the hardware?**
Complete and return the questionnaire to Schneider Electric Services. You will be contacted to make arrangements for the updates to be completed upon receipt. Updates can only be performed by Schneider Electric Qualified Technicians.
14. **How long will the repairs take? (installation of the hardware only)**
The amount of time needed depends on the complexity of the equipment in which the breaker and cradle are installed. Basic repair time is estimated to be 2 hours per breaker and cradle. Complex systems will take longer. Upon receipt of the questionnaire, a more accurate time estimate can be provided.
15. **Why do we need a "qualified person" to be on the site during the repair?**
A qualified person is required to create an electrically safe work condition and to properly de-energize and re-energize the equipment.
16. **How do I know I have nonconforming hardware?**
There is no way to visually inspect the product for the nonconformance. If the breaker and/or cradle is in the identified date code range, the hardware must be replaced.
17. **Can I just tighten the screws?**
No, the hardware must be replaced by a Schneider Electric Qualified Technician.
18. **What is a thermal scan and how is it done?**
A thermal scan is done with an infrared camera that senses the heat from a bus joint, or area of the breaker. If the circuit breaker is energized, it is recommended that a qualified person following established safety procedures use thermal scans to check for overheating at the bus connections to the cradle or back of the circuit breaker.
19. **What will a thermal scan tell me?**
It will indicate hot spots at the primary connections or at the back of the circuit breaker. Hot spots above 80 degrees C would indicate a possible problem. Minimize loading and continue monitoring the circuit breaker and equipment until such time as the equipment can be updated.
20. **Can the equipment be installed?**
It is preferred that the equipment be updated prior to installation.
21. **Can the equipment be energized?**
No, the equipment must be updated prior to being energized.
22. **If my equipment is energized what should I do?**
If the circuit breaker is energized, it is recommended that you use thermal scans to check for overheating at the buss connections to the cradle or back of the circuit breaker. Complete and return questionnaire as soon as possible to Schneider Electric Services.

23. **How will the update be completed?**
Onsite repair will be scheduled. Additional update options are being reviewed
24. **When can I expect a FSR to be scheduled to be onsite?**
Schneider Electric Services will contact you upon receipt of the completed questionnaire.
25. **Who should I contact to schedule/ coordinate?**
Schneider Electric Services will contact you upon receipt of the completed questionnaire.
26. **How wide spread is this issue?**
The issue is limited to the following date range: March 1, 2012 to June 13, 2012
27. **Does it matter if the breaker is lightly loaded,? Do I still need the repair?**
No, it does not matter and Yes, it still needs updated.
28. **Can I energize my system to check control power and wiring?**
No, the equipment must be updated prior to being energized.
29. **How will I know the equipment updated in the field will meet factory equipment standards?**
Schneider Electric Qualified Technician will be trained and will follow the process controls used by the factory.