



PRODUCT SUPPORT SERVICES  
8848 Red Oak Blvd., Suite A, Charlotte, NC 28217 PHONE 800-634-8730 FAX 859-817-5018

DATE: June 20, 2012

TO: All purchasers/users of Masterpact NW Circuit Breakers (800 to 6300Amp)

SUBJECT: Bus Mounting Hardware used with Masterpact NW UL/ANSI Circuit Breakers (800 to 6300Amp) Manufactured in North America from March 1, 2012 through June 12, 2012 (Date Codes 12094 – 12242 inclusive)



**PRODUCT SAFETY NOTICE**  
NOTICE OF POSSIBLE EQUIPMENT/PROPERTY DAMAGE

**DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR ORGANIZATION**

Schneider Electric has identified a potential nonconformance with the bus mounting hardware used with Masterpact NW Circuit Breakers (800 to 6300Amp) assembled in North America. This also applies to equipment utilizing these circuit breakers such as PZ-4, QED-6, QED-2, QEDS, and Model 6 MCC

These circuit breakers may have a nonconforming washer on primary terminal mounting screws. If the washer is nonconforming, there is a risk of low clamp force between the terminal and the breaker/cradle. This can result in overheating at the loose connection. Should this occur there is a potential for PROPERTY DAMAGE, or that the circuit breaker may not operate as intended.

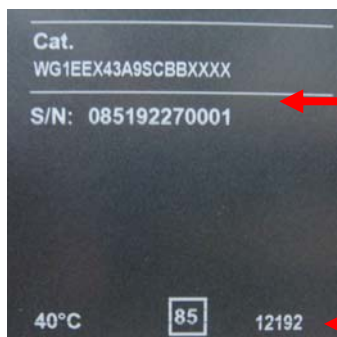
We have identified a process nonconformance from our supplier, within the manufacturing period from **March 1, 2012 through June 12, 2012 (Date Codes 12094 – 12242 inclusive)** as the root cause of the potential problem.

**Recommended Actions For Users:**

Please verify the location of the Circuit Breaker(s) in your facility then complete and return the enclosed questionnaire(s) in the pre-addressed, postage paid envelope provided, by fax to 859-817-5018, or by e-mail to CharlotteServicesAdmin@schneider-electric.com. This information is critical to insure that the correct contact information is obtained for the update activity.

**Note: The date code information is located on the front of the circuit breaker (See illustration 1 below) or on the right side of the cradle. (See illustration 2 below)**

**Illustration 1 (Circuit Breaker Identification)**



Catalog Number, Serial Number & Date Code Are Clearly Indicated On Front of Breaker.

Date Code Format:  
12 = Year = 2012  
19 = Week  
2 = Day

## Illustration 2 (Cradle Identification)



Catalog Number, Serial Number  
& Date Code Are  
Clearly Indicated  
On Right Side of Cradle Rail.

Date Code Format:  
12 = Year = 2012  
08 = Week  
4 = Day

Upon receipt of the completed questionnaire(s), Schneider Electric will contact you to schedule a date and time when your Masterpact circuit breakers can be updated. Please note that complete de-energization of the circuit breaker/equipment will be required.

Important Note: You must have someone qualified on site at the time of the update to shutdown and re-energize your equipment

Since there is no way to visually inspect the product for the nonconformance, 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. Minimize loading as much as possible and monitor the circuit breaker and equipment for overheating until such time as the equipment can be repaired.

We apologize for any inconvenience this may cause you. Please contact Schneider Electric Services, Product Support Services, at 1-800-634-8730 or 704-571-6020 if you have any questions. Please refer to Project RC103 when calling.

Sincerely,

*Ken Clayton*

Ken Clayton, PE  
Square D Services – Project Manager  
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Enclosures: Attachment 1 - Questionnaire  
Business Reply Envelope