

RC-78



SQUARE D COMPANY
Schneider Electric

SERVICES – PRODUCT SUPPORT SERVICES
9525 Monroe Road, Suite 160, Charlotte, NC 28270 PHONE 800-634-8730 FAX 704-847-3259

Date: August 21, 2009

To: Masterpact NT & NW Circuit Breakers Customers

Subject: Reliability Upgrade for Electrically Operated Masterpact NT & NW circuit breakers with Micrologic X.0A/P/H trip units Advanced Protection (AP) Trip System Manufactured Prior to February 8, 2008

PRODUCT QUALITY NOTICE

DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR ORGANIZATION

Masterpact NT & NW circuit breakers with Micrologic X.0A/P/H trip units utilize a performer plug and a sensor plug. The performer plug defines the fault protection levels both during and after the circuit breaker closes. If an intermittent connection is experienced between the performer plug and the trip unit, the system will default to a very low fault protection level to insure safety, and may nuisance trip. This would result in an Advanced Protection (AP) trip indication. In very few cases this intermittent connection has been experienced during the shock of closing the circuit breaker.

The quality robustness has been expanded to the sensor plug. While the trip unit is removed, the sensor plug will be replaced along with the performer plug for quality consistency.

Therefore in applications (utilizing electrically operated breakers) where continuity of service during periods of transition is extremely important we will be working with our customers to upgrade existing automatic throw-over/transfer installations to resolve this potential issue. If your application is not part of a automatic throw-over/transfer system, the potential for nuisance tripping due to this issue is remote and we do not recommend further action on your part **This notice only effects electrically operated circuit breakers.** An Electrically operated circuit breaker can be identified by looking at the Catalog number (ex: ~~WA6AAR64A3SFBFXXXXXX~~.) If XXX is present or XBX. Is present in positions 12, 13 and 14. of the catalogue number, this indicates that the breaker is **NOT** electrically controlled. **Position 12 and 14 must contain something other than an X.**

We request that you notify us of the current breaker application for our records by filling out the attached "Information Sheet and Questionnaire".

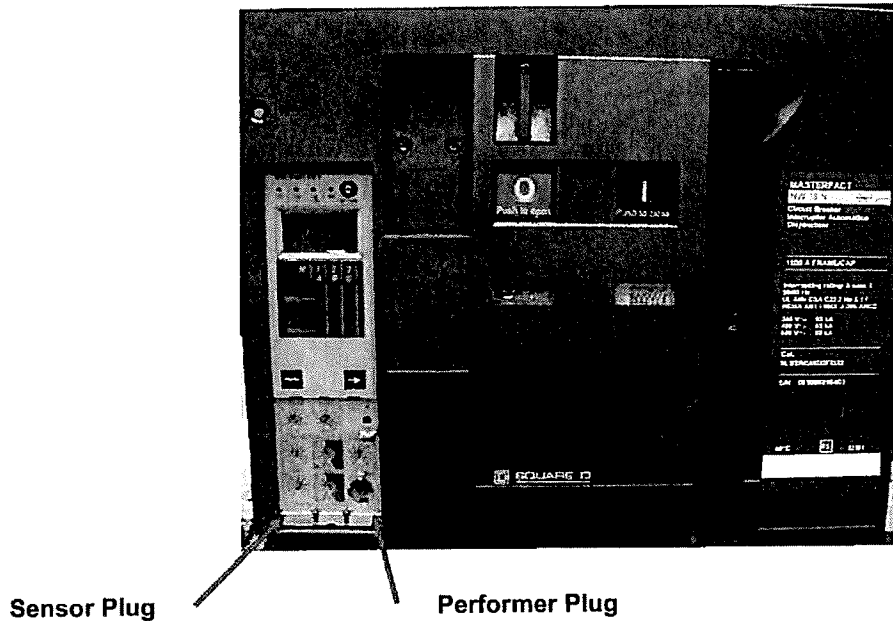
The performer plug is located in the trip unit base opposite the sensor plug (see Figure 1). The Micrologic X.0A/P/H trip unit can be removed and re-installed into the circuit breaker to allow for the performer plug and sensor plug replacement without affecting the Micrologic X.0A/P/H trip unit settings.



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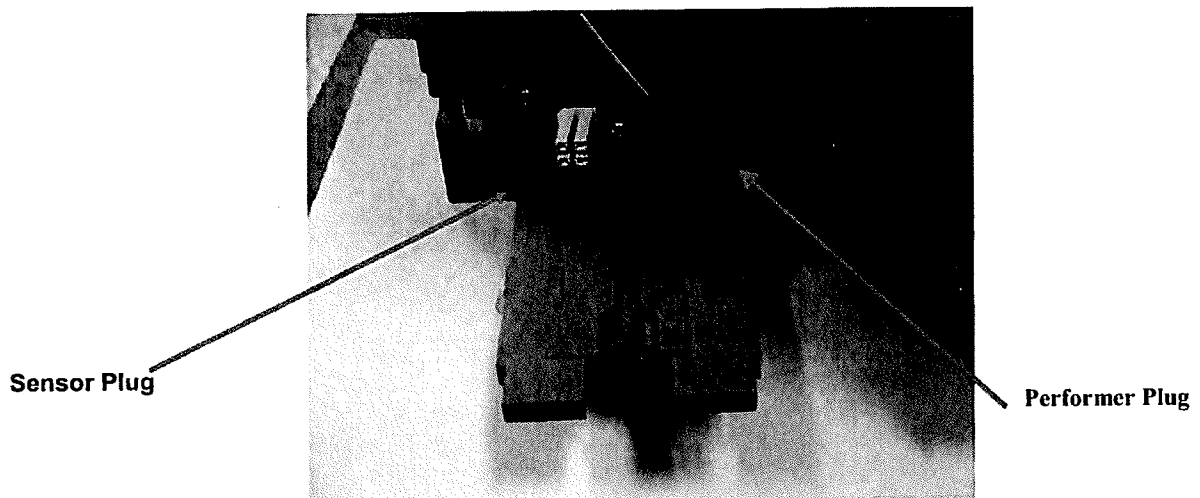
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Figure 1: Performer Plug Location



The following outlines the replacement steps and a test procedure to validate the connection to the Micrologic X.0A/P/H trip unit during circuit breaker open and close operations, as well as validating that the correct performer plug and sensor plug are installed. **This should only be performed by Square D Field Services personnel who have been specifically trained on this procedure.**

Figure 2: Performer plug with the Micrologic X.0A/P/H trip unit removed





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Performer plug/Sensor plug replacement procedure:

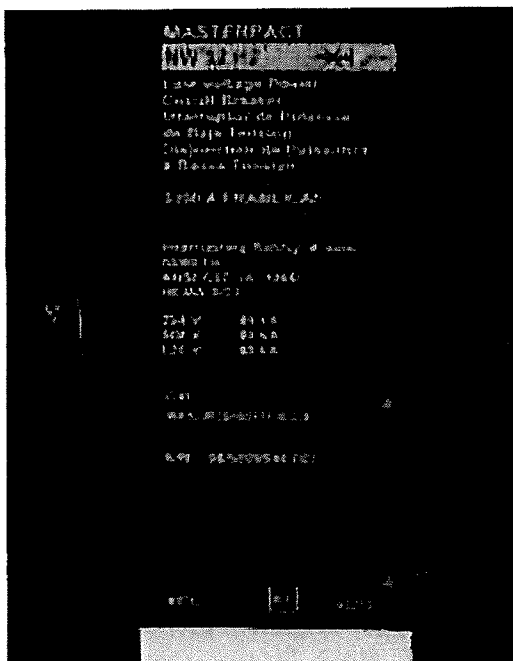
1. Remove the Masterpact circuit breaker from service.
2. Place the Drawout Masterpact circuit breaker in the disconnect position.
3. Square D Services will take the necessary steps to remove and replace the performer plug and sensor plug.
4. Test performer plug (Performer plug test via secondary inject with special test tool).
5. Perform automatic secondary test of trip system.
6. Return the Masterpact circuit breaker to service.

It is estimated that the repair procedure will require 30 minutes per Masterpact circuit breaker.

If your application is an automatic throwover/transfer application, this service is being performed at no cost to you. Square D Company realizes that in some instances shutdown times will be critical to your facility. Square D Services will help provide the necessary manpower to minimize this down time.

Please fill out the attached Information Sheet and Questionnaire (or if you have a large number of affected breakers please feel free to supply information on an excel spreadsheet) and return it to Square D Services by utilizing the postage paid business reply envelope, by faxing the information to 859-817-5018 or by emailing a response to Charlotte Services Admin/US/Schneider@Americas. The breaker serial number, catalogue number and date code are located on the front of each circuit breaker. (See figure 3 below)

Figure 3: Front of Breaker Showing Catalogue No, Serial No, and Date Code



Serial no &
Catalogue No

Date Code
Digits 1 & 2 = year manufactured
Digits 3 and 4 = week of year manufactured
Digit 5 = day of week manufactured
Example: Date Code = 08065 = February 8, 2008



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Square D Services will not contact you to schedule service (or to confirm service on your scheduled shutdown date) until we receive your completed "Information Sheet and Questionnaire". Please note: If you provide a shutdown date, we will make every attempt to provide service at that time but cannot guarantee service on your shutdown date and time. We will contact you to confirm a service date/time following receipt of your form.

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

We regret any inconvenience this may cause you, however, your immediate cooperation will be most appreciated and is essential for the continued reliable operation of this product. Should you have any questions, please contact Square D Services, Product Support Services, at 800-634-8730 or 704-847-2698. Please refer to the RC78 number listed on the lower left-hand corner of your "Information Sheet and Questionnaire" when calling.

Sincerely,

John Malone

John Malone
Square D Services
Product Support Services
john.malone@us.schneider-electric.com

Enclosures:

Information Sheet & Questionnaire(s)
Business Reply Envelop