



October 2004

Dear Electrical Inspector:

Our number one priority is the safety of our people, our customers and our products. Because of this, we have placed a product hold on all Square D arc fault circuit breakers manufactured between March 1, 2004, and September 23, 2004.

Our tests indicate that the arc detection capability in these breakers may become inoperable due to an issue with a third party-supplied internal component in the electronic detection circuit. We have found that the circuit breaker may not properly detect a high resistance low current arcing fault.

The short circuit and overload protection functions of these circuit breakers continue to function properly. This means that the circuit breakers will continue to provide the same level of protection offered by a standard circuit breaker, but may not provide the additional arc fault protection required by NEC 210.12.

This issue has been corrected and we have significantly increased our manufacturing capacity of AFCI breakers, allowing us to replenish our distribution network as quickly as possible. All new product circuit breakers are being air freighted from our manufacturing location directly to our distributors.

Until we have the supply chain restocked, we have prioritized the shipments of arc fault circuit breakers to ensure the timely closings on our customers' homes. Square D contractors can work with their local distributors and Square D field sales engineer to ensure their orders are expedited to meet immediate needs.

We are also initiating a program to recover product that has been installed during this timeframe and replacing those with newly manufactured AFCI's. Since you are in contact with many contractors and consumers during your daily work, we appreciate any help you can provide in making sure that everyone has the correct information about this recovery effort. As you are aware, Square D has been a strong supporter of electrical inspection for many years and we appreciate all the support you have given us already in this effort.

If there are questions regarding this effort, you can direct individuals to call their local Square D field office or Square D distributor. Further information is also available at www.us.squared.com.

I am sure you would agree we can accept nothing less than excellence when it comes to safety. For more than 100 years, our customers have associated the Square D brand with industry leadership, safety, quality and reliability.

Sincerely,

Jim Pauley
Vice President, Industry and Government Relations



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