



1ST Contractor Mailing

DATE: _____

! PRODUCT SAFETY NOTICE
NOTICE OF POTENTIAL NONCONFORMING CONDITION

Square D Company has become aware of a potential issue involving QO, QOB, and HOM AFI circuit breakers manufactured between March 1, 2004 and September 23, 2004. The arc detection capability may become inoperable due to the failure of an internal component in the electronic detection circuit. High ambient temperature and humidity levels may accelerate this process. If this condition exists, the breaker will not properly detect or interrupt a high resistance low current arcing fault. Short circuit and overload protection capability continues to function properly.

The products affected by this Notice have a date code of CN, DN, EN, FN, GN, HN or JN. The date code is stamped in red ink on a label located on the load end of the breaker case above the lug wire binding screw as shown on Attachment 1.

WARNING: HAZARD OF ELECTRICAL SHOCK OR BURN. TURN OFF POWER SUPPLYING THE PANELBOARD BEFORE ATTEMPTING TO INSPECT THE CIRCUIT BREAKER, IF INSTALLED, OR MAKE ANY REPAIR.

Realizing that this lack of arc detection decreases the protection level below that originally intended by the AFI product, Square D Company recommends that you locate the AFCI circuit breakers noted below and replace them with current production AFI circuit breakers. In addition, if this installation was completed in conjunction with new home construction, Square D Company recommends you contact your local home builder representative prior to contacting consumers, as some home builder organizations want to be involved in this process.

Our records indicate that you were shipped the following product(s), which may have been manufactured between March 1, 2004 and September 23, 2004 and marked with a date code of CN, DN, EN, FN, GN, HN or JN.

<u>Qty.</u>	<u>Catalog Number</u>	<u>Distributor</u>	<u>P.O. #/Invoice #</u>	<u>Date Shipped</u>	<u>Job Name</u>
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We apologize for any inconvenience this may cause you. Should you have any questions, please contact your local Square D Field Office, or Jim Willhoite at 1-877-202-9046 at your convenience.

Best Regards,
Jim Willhoite
Jim Willhoite
Product Support Specialist
Lexington Plant

Enclosure: Product Identification Information Action – Attachment 1
 Recommended Procedure– Attachment 2
 Recommended Action —Attachment 3
 Brochure
 Pre Paid Reply Envelope



Schneider Electric
North American Operating Division
1415 South Roselle Road
Palatine, IL 60064
Tel 847-397-2600
www.us.squared.com



ATTACHMENT 1

PRODUCT IDENTIFICATION INFORMATION

AFI Circuit Breakers

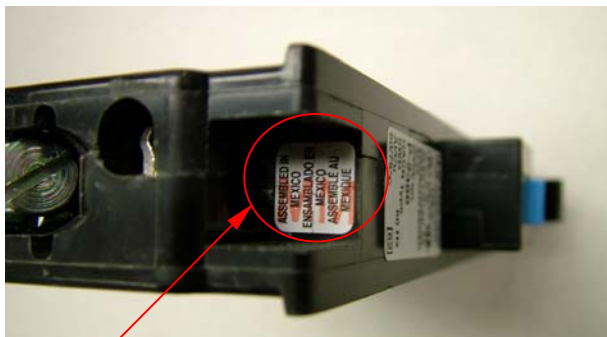
Product(s) affected by this Notice are marked with a date of manufacture (date code) of 0410 to 0439 on the carton, and CN, DN, EN, FN, GN, HN or JN on the product.

Catalog Numbers

QO115AFI	QOB115AFI	HOM115AFI
QO120AFI	QOB120AFI	HOM120AFI
QO115VHAFI	QO120VHAFI	QOB115VHAFI
QOB120VHAFI		



Carton Date Code



Circuit Breaker Date Code
Example: (Red Ink MM)



QO Circuit Breaker HOM Circuit Breaker

Blue Test Button Only



ATTACHMENT 2

Recommended Procedure For Recovering Installed AFI Circuit Breakers

- 1. Check your inventory.** To determine if you have product(s) affected by this Product Safety Notice, refer to Attachment 1. Product(s) identified should be returned to your local Square D distributor. Credit will be issued by the distributor for returned products affected by this Notice.
- 2. Call the Square D hotline at 1-877-202-9046.** Our customer service representatives are available 7:30 AM to 5:00 PM EST to answer any questions you may have regarding the recovery of installed circuit breakers. In addition, they will need to approve your local labor rate for performing this work.

Note: Prior to attempting to recover installed AFI circuit breakers affected by this recall, be sure to secure an initial quantity of Square D AFI Circuit Breakers.

- 3. Schedule an appointment with a homeowner.**

As noted above, we have many processes underway to attempt to recover as many of these affected circuit breakers as possible. You may be contacted by a local builder or by area homeowners or you may want to contact owners of homes where you have installed affected circuit breakers. Either way, please make sure you have secured an adequate number of AFI circuit breakers before scheduling an appointment with a homeowner. If you are planning to contact homeowners directly, please consider checking with your local homebuilder representative first, as some home builder organizations want to be involved in this process.
- 4. Inspect all installed AFI circuit breakers in the residence.**

Please review Attachment # 1 for additional information on affected date codes and how to identify the date code on the circuit breaker. Replace any arc fault circuit breakers with the affected date code.
- 5. Return affected AFI circuit breakers to your authorized Square D distributor.**

These products will be returned using the standard Return Materials Authorization (RMA) process. Your distributor will issue you a product credit for all returned circuit breakers.
- 6. Submit your labor invoices in the enclosed postage-paid reply envelope.**

Please be sure to complete and return the enclosed form. Also, each invoice should contain the complete address of home(s) inspected, the number of arc fault circuit breakers replaced and the name and location of the distributor who accepted the returned arc fault circuit breakers. Please allow approximately XX-XX weeks for payment.



ATTACHMENT 3

RECOMMENDED ACTION

QO, QOB, and HOM AFI Circuit Breakers

Fill out the form below, detach and return in the prepaid envelope. Questions regarding the return and replacement of affected products should be directed to Jim Willhoite at 1-877-202-9046.

AFI Circuit Breakers

Company Name: _____ Phone: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Home Builder: _____

Name of Person Reporting: _____

Authorized Square D distributor
where AFI Circuit Breakers were returned: _____

Address Inspected	AFI Circuit Breaker Catalog Number	Labor Hours	Quantity of AFI Circuit Breakers Replaced

Add additional sheets, if needed.