

DATE: June 24, 2022

TO: Inspectors

FROM: Schneider Electric

SUBJECT: QO™ Plug-On Neutral Load Center – INSPECTOR LETTER

Schneider Electric places product safety first and out of an abundance of caution has made the voluntary decision to notify the Consumer Product Safety Commission and our customers regarding an issue that was discovered in our QO Plug-On Neutral Load Centers during a production period as identified below. Specifically, the possibility of loose clamping screws in the Plug-on Neutral bar connections. No losses or injuries have been reported to Schneider Electric.

Schneider Electric is providing remediation instructions and support for a qualified person to address this condition and assure a proper connection. These instructions include an evaluation of the interior and provide further actions when required. **The load center does not need to be replaced.** All field activity has been reviewed and approved by the CPSC and is being shared with our third-party certification partners.

Remediated product is identified by green dot stickers on the inside of the load center door and on the inside of the enclosure on the back wall at the load end of the load center. Attached below is more detail regarding how to identify the affected product and how to confirm that remediation work has been completed.

Thank you for your attention to this matter, please contact the Schneider Electric Customer Care Center with all questions or visit our website listed below.

CCC Contact Information

<https://www.se.com/us/en/work/support/contacts.jsp>

Phone: 888-778-2733 **options 2, 1, 4**

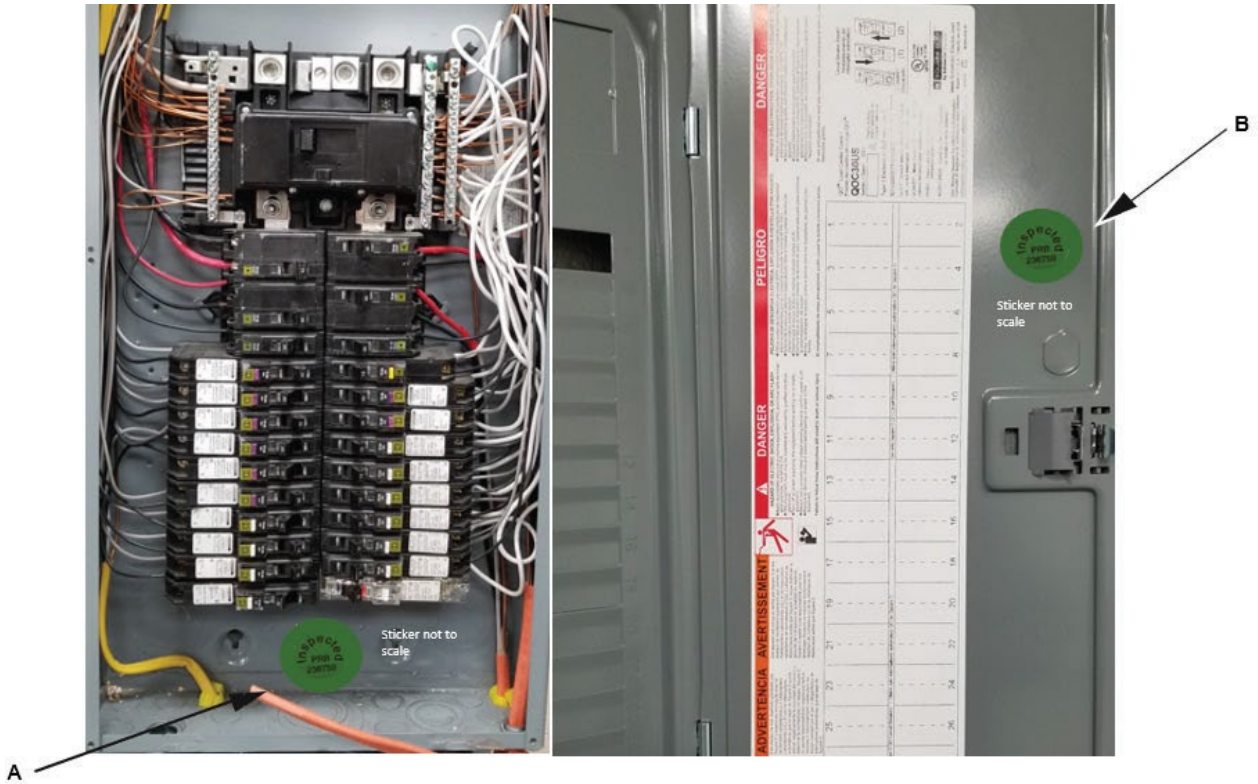
Email: technicalsupport@schneider-electric.com

Safety Alert Website:

<https://www.se.com/us/en/work/products/local/safety-notice/2022/qo-pon-loadcenters/>

Installed Load Center Verification of Remediation

Schneider Electric is providing the qualified person with two green dot stickers for each load center to be remediated. Per our instructions, these stickers are placed as shown below. This step, in addition to recording information from the load center, date performed, location of the load center, and the name of those performing work will be included in our records of completion.



Product Identification

Step 1 – Locate Label

Locate label to identify the load center

Step 2 – Catalog Number

Validate if catalog number is within scope of safety notice. Refer to customer letter and/or URL:

<https://www.se.com/us/en/work/products/local/safety-notice/2022/qo-pon-loadcenters/>

Step 3 – Plant Code

Validate Plant Code = **15**

Confirm Plant Code in square box = 15. If no, product is unaffected by safety notice. If yes, proceed to Step 4.

Step 4 – Date Code

Validate the date code is within scope of the safety notice between 200561 and 220233. Date code is translated as YYWWDS. YY=Year, WW=Week, D=Day, S=Shift. The date and plant codes can be found on the interior label of enclosure label.

