

**DATE:** 11/7/2014

**TO:** All Direct Distributor/OEM Customers of Schneider Electric

**SUBJECT:** PRB-132763 (RC110) J Frame PowerPact Molded Case Circuit Breakers with Thermal-Magnetic Trip Unit



## OFFER SAFETY ALERT

### WARNING OF POTENTIAL UNSAFE CONDITION

#### Deliver Immediately to Responsible Person

Schneider Electric has identified a potential nonconformance with certain J Frame PowerPact Circuit Breakers with Thermal-Magnetic trip units, (150A to 250A in 2P and 3P configurations) manufactured from March 26<sup>th</sup> – September 26<sup>th</sup> 2014, built to the UL489 circuit breaker standard. This issue was discovered during a routine internal audit.

As a result of internal testing, a potential issue has been found to arise on breakers with more than 500 On/Off cycles. The affected breakers may contain a nonconforming trip unit component that may result in the circuit breaker not tripping during an **overload condition**. Should a breaker fail to trip due to an overload condition, a potential for **PROPERTY DAMAGE AND PERSONAL INJURY** may exist. We are committed to offer you the highest level of reliability in products you purchase from Schneider Electric, hence in conjunction with the United States Consumer Product Safety Commission the decision was made to repair or replace these products.

Products (Catalog Numbers, Plant and Date Codes) affected by this Offer Safety Alert are identified on Attachment 1. All affected products in your inventory should be immediately returned to Schneider Electric in accordance with the recommended actions on Attachment 2.

For the products as specified in Attachment 1 which are installed, we request that you either:

- a) Make arrangements to inspect and, update or replace where required

**Note** – Schneider Electric is offering an update kit that can be used in many applications instead of replacing the circuit breaker. The update kit will take approximately 5 minutes to install. Please see Attachment 4 for additional information.

- b) Notify your customers directly of this issue or;

- c) Provide us with a list of your customers (Company names with complete addresses) who may have purchased these products. Schneider Electric will notify your customers directly upon receipt of your “sold to” list.

Since the non-conformance does not immediately impact the performance but may limit the useful life of the circuit breaker to 500 on/off cycles, an update or replacement of the installed product can be planned to minimize the impact to the customer and the customer’s operation.

We regret 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 RC110 when calling.

Sincerely,

Product Support Services

CharlotteServicesAdmin@schneider-electric.com

Enclosures: Attachment 1, 2, 3 & 4 (For additional information & actions needed)  
Business Reply Envelope

**REFERENCE:**

**PRB-132763 (RC110) J Frame PowerPact Molded Case Circuit Breaker with Thermal Magnetic trip unit**

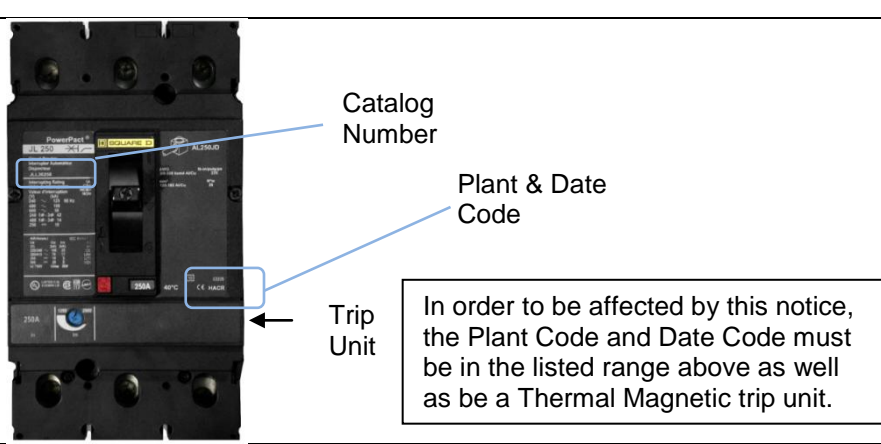


**ATTACHMENT 1: (Page 1 of 4)**

**How to identify affected Breakers (Catalog Number/ Ampere Rating, Plant Code and Date Code)**

**Danger: Hazard of Electric Shock, Explosion, or Arc Flash.**

**Failure to follow these instructions will result in death or serious injury.**


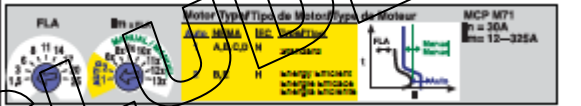

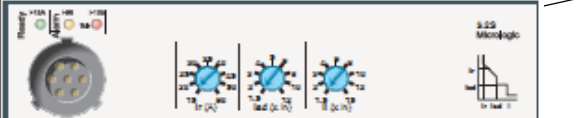

- Apply appropriate personal protective equipment (PPE) & follow safe electrical work practices. See NFPA 70E
- This equipment must only be installed and serviced by qualified electrical personnel.
- Turn off all power supplying this equipment before working on or inside equipment.
- Always use a properly rated voltage sensing device to confirm power is off

Trip Unit type	Thermal Magnetic Trip Unit
Catalog number beginning with:	JD, JG, JJ, JL, JR, NJD, NJG, NJJ, NJL, NJR
Number of poles	2-pole and 3-pole
<b>Date code range</b>	
Plant 73	March 26 <sup>th</sup> – September 26 <sup>th</sup> 2014; date codes 14133 to 14395 inclusive
Plant 64	August 1 <sup>st</sup> – September 26 <sup>th</sup> , 2014; date codes 14315 to 14395 inclusive
<b>Please note: Depending on the plant code (73 or 64) the date code range is different.</b>	
<p><b>For Breakers still in packaging</b></p> <p>How to determine if a circuit breaker has a thermal magnetic trip unit.</p>	<p>If Catalog number is only 8 digits in length, it has a thermal magnetic trip unit. Or, if position 9 of the catalog number, (position 10 if first letter is an N), is a number or any of the following letters A, B, C, D, F, L, R, SA, SD, SK, SN, SO, T, UA, UK, or Y, the trip unit is thermal-magnetic and the breaker is included in the safety alert. Please see page 4 of this attachment 1 for the catalog number structure. <b>The Plant Code and Date Code must be in the range stated above, and breakers must have a thermal magnetic trip unit to be affected by this notice.</b></p>
<p><b>For Breakers not in packaging</b></p> <p>Visually identify Thermal Magnetic trip units.</p> <p>Where you can find the trip unit on the J frame breakers</p>	 <p>Catalog Number</p> <p>Plant &amp; Date Code</p> <p>Trip Unit</p> <p>In order to be affected by this notice, the Plant Code and Date Code must be in the listed range above as well as be a Thermal Magnetic trip unit.</p>
Thermal Magnetic Trip units look like this:	
500Vdc Trip units look like this:	

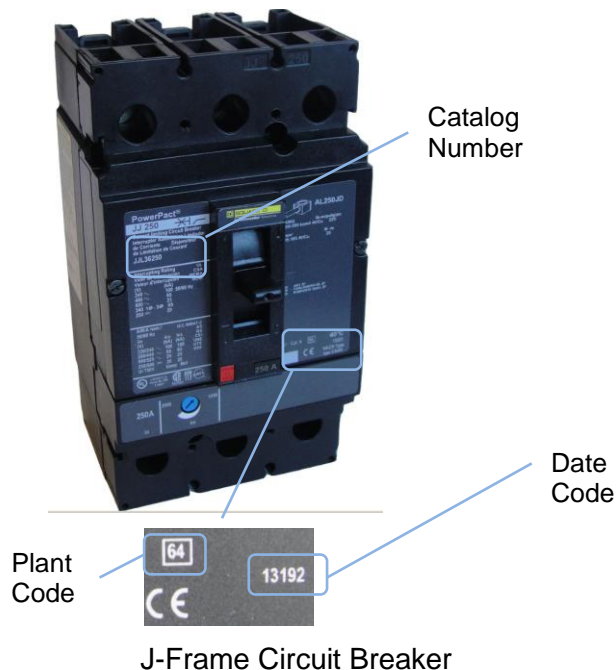
**REFERENCE:**

**PRB-132763 (RC110) J Frame PowerPact Molded Case Circuit Breaker with Thermal Magnetic trip unit**

**ATTACHMENT 1: (Page 2 of 4)**

This Safety Alert does <b>not</b> affect the following trip unit versions:		
Trip Unit version	Trip Unit suffix code	Trip Unit looks like:
Molded Case Switch (not included)	S17, S25	
Motor Circuit Protector (not included)	M75	
Motor Protection Circuit Breaker (not included)	M38	
Micrologic Electronic Trip Units 3.2S and 3.2 S-W (not included)	U31, U32	
Micrologic Electronic Trip Units 5.X & 6.X (not included)	U43, U44, U53, U54	

**Note: The Catalog Number, Plant Code, and Date Code is located on the front of the circuit breaker**



## ATTACHMENT 1: (Page 3 of 4)

### REFERENCE:

**PRB-132763 (RC110) J Frame PowerPact Molded Case Circuit Breaker with Thermal Magnetic trip unit**

**How to identify affected Breakers (Catalog Number/ Ampere Rating, Plant Code and Date Code location)**

**Note: Location of Date Code and Plant Code on Packaging /Carton Label. (See illustration below).**



### How to read Plant Code and Date Code:

The J frame breaker Date Code contains production date with the year, week and day in the week: YYWWD    Example: 14393 = Year 2014, week of year 39, day of week 3 (Wednesday). Plant Code is located directly under the Date Code (73 in the above example).

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 RC110 when calling.

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**REFERENCE:**

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**How to read the catalog number:**

The trip unit is defined near the end of the catalog number. It is common that most catalog numbers will not have a trip unit designation (thermal magnetic trip unit).

Example:

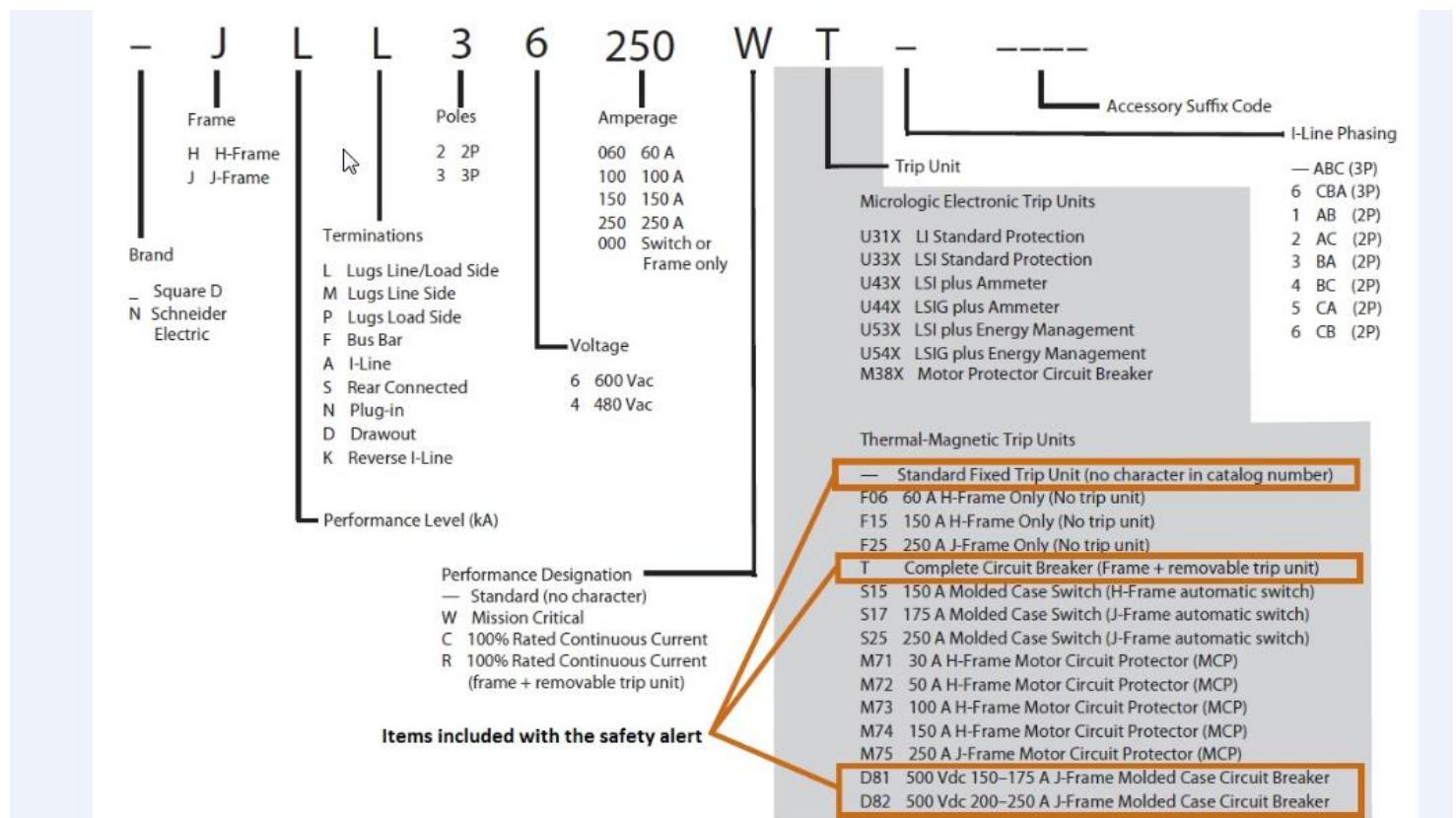
JGA36250 (no character at the end) would be included

JGA36250U31X (electronic trip unit) would NOT be included

Pay attention to accessory suffix codes:

Example:

JGA36250 (thermal magnetic trip unit) would be included





**REFERENCE:**

**PRB-132763 (RC110) J Frame PowerPact Molded Case Circuit Breakers with Thermal Magnetic trip unit**

**ATTACHMENT 2 (Page 1 of 2)**  
**RECOMMENDED ACTIONS**

**A. Recommended Action for Distributors / OEM's for Products in Inventory Only (Not Installed):**

1. Check your inventory and determine if you have products involved in the Offer Safety Alert as described on Attachment 1. For any product matching the criteria detailed on Attachment 1, please follow the return process.

**Return Process:**

1. Contact our Customer Service Team in Florence to return product for replacement and get a Return Materials Authorization (RMA) number.
  - Reference RC110 to your team representative.
  - Telephone: 888-778-2733 (Option 2 Claims Team)
  - Email: [cic-claims@schneider-electric.com](mailto:cic-claims@schneider-electric.com) and use the email heading: "RC110"
  - Please return the User Identification Form (Attachment 3), indicating which items are being returned. Be sure and include your account number where indicated. This action will remove you from future mailings about this topic.

**B. Recommended Action for Distributors and OEMs for Products Sold To Customers:**

1. Identify any customers to whom you sold J Frame PowerPact circuit breakers that match the criteria on Attachment 1, or identify customers with the affected products that were included in products you sold or manufactured..
2. Notify these customers by mailing a copy of this Offer Safety Notice" with its appropriate attachments/ exhibits with instructions to determine the Catalog number of an installed product. After mailing the notification letters to your customers, complete the enclosed document "User Identification Form" (Attachment 3) Mail, fax or Email, indicating you have (or will) notify your customers:

**OR**

3. In the next 90 days, provide a list of customers that may have purchased these products to Schneider Electric. Please be sure to include the following information. This information can be submitted electronically or hand written.
  - Company Name
  - Full Address
  - A contact name at your Customer who is familiar with the product containing the breaker.
  - Description of what you sold them, (including Serial # and / or Catalog number, their PO number and date shipped) so they will know what to look for.
  - Catalog number of the J Frame breaker installed in the equipment and the quantity.
  - Please include your five digit Schneider Electric account number.

Mail, fax or email the information to:

Schneider Electric Services  
8848 Red Oak Blvd, Ste A.  
Charlotte, NC 28217  
Attn: Product Support Services  
Fax: 859-817-5018  
Phone : 800-634-8730  
Email: [CharlotteServicesAdmin@schneider-electric.com](mailto:CharlotteServicesAdmin@schneider-electric.com)

4. For installed products the customer has two options available
  - a. Order update kit(s) using Attachment 4. Parts and instructions to update the circuit breaker will be provided for installation by the customer. Parts may be able to be installed without de-energizing the circuit breaker depending on the application. The update will take approximately 5 minutes to install per circuit breaker, or
  - b. Replace breaker with new breaker



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

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**ATTACHMENT 2 (Page 2 of 2)**

**C. Recommended Action For Installed Products Only:**

1. Inspect installed product to determine if any fall within the suspect date codes per Attachment 1.
2. Schneider Electric is offering the customer two options
  - a. Order update kit(s) using attachment 4. Parts and instructions to update the circuit breaker will be provided for installation by the customer. Parts may be able to be installed without de-energizing the circuit breaker depending on the application. The update will take approximately 5 minutes to install per circuit breaker, or
  - b. Replace breaker with new breaker
3. For each circuit breaker that is to be updated, please complete Attachment 4 indicating the catalog number, plant code, date code, and the quantity of breakers to receive the update. Please provide a complete shipping address, as well the name of the individual to ship the kit. We also require the physical address that the breakers are (or will be) installed. Please return to the address indicated on the form. Please allow 4-6 weeks for delivery. The update kit will contain complete installation instructions.
4. For each circuit breaker that is determined to be within the affected date codes, and is to be replaced, contact your Schneider Electric distributor and order replacement breakers. Return the original circuit breaker to your distributor. Please note: Only your local Schneider Electric Distributor can initiate a Return Materials Authorization (RMA) to exchange your device for credit.

**D. Compensation for breaker replacement and kit update**

If breaker will be replaced and you do not have qualified personnel you must hire a local electrician to perform the replacement, Schneider Electric will reimburse you for the local electrician's time to replace the new breakers(s) up to a maximum of \$300 for the total number of devices serviced at a site address. If it is expected that the invoice will **NOT** exceed the \$300 maximum reimbursement, please proceed with the replacement and submit an invoice per the instructions below. If it is expected that the charge **WILL** exceed the \$300 maximum per site, a detailed quote will need to be submitted prior to the work being performed. This should include all factors that make up the quote, such as Catalog number and quantity of breakers being replaced, labor rate, number of hours, travel time, etc. Please transmit this quote via fax 859-817-5018, email [CharlotteServicesAdmin@schneider-electric.com](mailto:CharlotteServicesAdmin@schneider-electric.com), or postal mail to Schneider Electric, Attn: Product Support Services, 8848 Red Oak Blvd., Suite A, Charlotte, NC 28217. You will be contacted in short order regarding your quote. Please call 800-634-8730 should you have any questions.

If update kit is used and you do not have qualified personnel you must hire a qualified individual to perform the update. Schneider Electric will reimburse you for the time to update the breakers(s) up to a maximum of \$150 for the total number of devices serviced at a site address. If it is expected that the invoice will **NOT** exceed the \$150 maximum reimbursement, please proceed with the update and submit an invoice per the instructions below. If it is expected that the charge **WILL** exceed the \$150 maximum per site, a detailed quote will need to be submitted prior to the work being performed. This should include all factors that make up the quote, such as Catalog number and quantity of breakers being updated, labor rate, number of hours, travel time, etc. Please transmit this quote via fax 859-817-5018, email [CharlotteServicesAdmin@schneider-electric.com](mailto:CharlotteServicesAdmin@schneider-electric.com), or postal mail to Schneider Electric, Attn: Product Support Services, 8848 Red Oak Blvd., Suite A, Charlotte, NC 28217. You will be contacted in short order regarding your quote. Please call 800-634-8730 should you have any questions.

For reimbursement we will require a bill/invoice be submitted showing site address where breakers are installed. Please use the specific RC110 reference (if known, which is the original Schneider Electric order number) located on the lower left hand corner of the questionnaire as the PO number. Labor time expended along with the electrician's hourly rate, and where breakers are replaced, a copy of the paperwork indicating the return of the affected breakers to a Schneider Electric distributor. Along with the invoice, please submit a W9 form in order for our accounting department to issue a reimbursement check. Submit all paperwork via fax 859-817-5018, email [CharlotteServicesAdmin@schneider-electric.com](mailto:CharlotteServicesAdmin@schneider-electric.com), or postal mail to Schneider Electric, Attn: Product Support Services, 8848 Red Oak Blvd., Suite A, Charlotte, NC 28217.



**ATTACHMENT 4**  
**Order form for RC110 Handle Kit**  
**J Frame PowerPact Molded Case Circuit Breaker with Thermal Magnetic trip unit**

Please provide shipping address below.

Company Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Attn: \_\_\_\_\_

Please provide information regarding the physical location of the installation below.

Company Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Contact: \_\_\_\_\_

**Affected Date Codes:**      **Plant Code 64 – Date codes 14315 – 14395 inclusive**  
    **Plant Code 73 – Date codes 14133 – 14395 inclusive**

Catalog Number	Plant Code 64 or 73	Date Code	Quantity

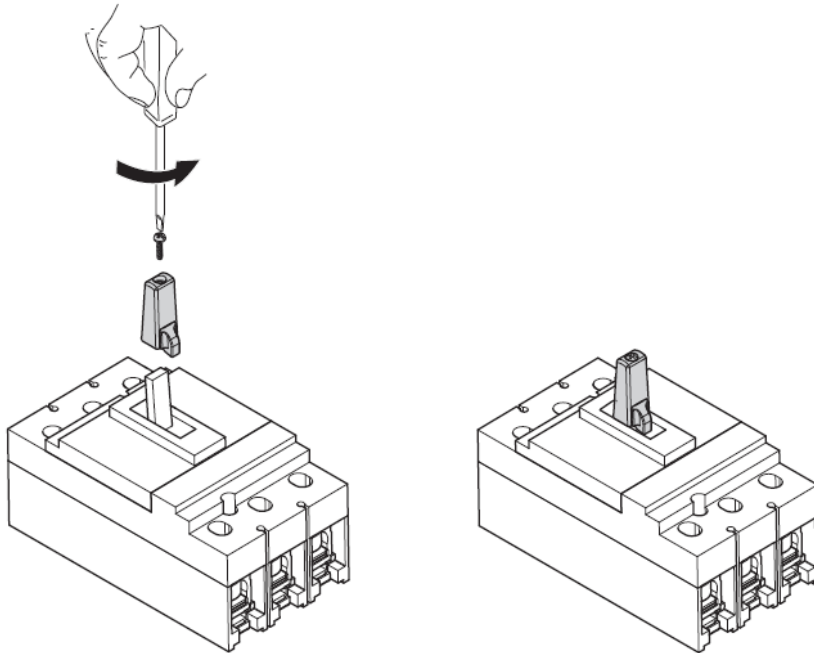
PLEASE RETURN COMPLETED FORM TO:

**Schneider Electric Company**  
**ATTN: Product Support Services**  
**8848 Red Oak Blvd, Suite A**  
**Charlotte, NC 28217-5519**

OR FAX COMPLETED FORM TO: 859-817-5018 or email to [CharlotteServicesAdmin@schneider-electric.com](mailto:CharlotteServicesAdmin@schneider-electric.com)

IF YOU HAVE QUESTIONS, PLEASE CALL 877-202-9046 or 704-571-6020

## RC110 Handle Kit



If the circuit breaker has seen more than 500 On/Off operations, the RC110 Handle Kit should not be considered as an option. The circuit breaker should be replaced immediately.

The RC110 Handle kit is an alternative to replacing the circuit breaker. The Handle kit protects the trip unit from potential damage. It will not change the On/Off function of the circuit breaker, but will slightly increase the force to reset the circuit breaker from the tripped position. Below are criteria to define if your installation is suitable for a handle kit. Original warranty remains valid.

Do not use the RC110 Handle Kit if your application uses attachments to operate the circuit breaker. This would include NEMA operating mechanisms (Class 9421 or 9422), MCC operating mechanism, motor operator versions, or direct mount rotary handle. See below table for references.

### Rotary Handle

Suffix	Handle Type (color)	J-Frame
RD10	Direct Mount (black)	S29337
RD20	Direct Mount (red)	S29339
RE10	Extended Door Mount (black)	S29338
RT10	Telescoping (black)	S29343
RE20	Extended Door Mount (red)	S29340

### Motor Operator

Suffix	Voltage	J-Frame
ML	48/60 Vac	S31548
MA	120 Vac	S31540
MD	277 Vac	S31541
MF	380/415 Vac	—
MH	440/480 Vac	S31542
MO	24/30 Vdc	S31543
MV	48/60 Vdc	S31544
MR	110/130 Vdc	S31545
MS	250 Vdc	S31546

### Installation Details:

Tools Needed: #2Pozidriv or slotted screw driver.

No special qualifications are required for installation; however, qualified personnel should be present to ensure access to the circuit breaker is done in a safe manner.