

DATE: 23<sup>rd</sup> July 2018

TO:

SUBJECT: Masterpact MTZ Circuit Breakers

Ref.: PRB-208846

 **PRODUCT SAFETY NOTICE**  
NOTICE OF POTENTIAL UNSAFE CONDITION

PLEASE DELIVER IMMEDIATELY TO THE RESPONSIBLE PERSON IN YOUR ORGANIZATION

Dear Valued Customer,

Schneider Electric is committed to delivering high quality products to our customers. According to our records, your company has recently purchased **Masterpact MTZ2 or Masterpact MTZ3 Air Circuit Breakers (see illustration)**. You may also have received panel equipment with those devices from third party suppliers.

As part of our ongoing quality monitoring process, we have recently discovered a potential manufacturing issue that may affect some of the Circuit Breakers manufactured in one of our plants between August 8<sup>th</sup>, 2016 and March 27<sup>th</sup>, 2018 (inclusive).

Should a Circuit Breaker have this nonconformity, the potential for **PERSONAL INJURY AND PROPERTY DAMAGE** may exist. Hence the decision was made to offer field inspections of products potentially affected and, if nonconforming products are found, for them to be replaced

The purpose of this letter is to inform you about this issue and to proceed directly with the identification of affected products for further inspection.

While the reports of the existence of this condition have been very low, we urge you to comply with the requests in this document

To identify potentially affected Circuit Breaker(s) using the device serial number and date code, please refer to illustration 2.

A Registration Form has been created (Attachment 1) to register identified products and end users (for distributors or panel builders).

1. If you have identified potentially affected Circuit Breaker(s) and to avoid exposing electrical operators to any risks they should follow these instructions
  - Until the inspection and service (if needed) is provided, we recommend that the identified Circuit Breaker(s) should not be manually opened intentionally. Circuit Breakers which remain closed under rated current do not present any risk of loss in service continuity.

Schneider Electric

Partner Projects Quality Dept, Stafford Park 5, Telford, TF3 3BL

Phone: + 44 (0) 870 608 8 608

Fax: + 44 (0) 1952 209277

[schneider-electric.com](http://schneider-electric.com)

- If it is necessary to operate the Circuit Breaker manually for an outage or if the Circuit Breaker operates due to an overcurrent (trip) event, follow your facility's normal procedures and industry standard electrical safety work practices to verify that all the Circuit Breaker poles have opened correctly (additional safety information is provided in illustration 3).
- a. If you are a Schneider Electric Partner
  - i. If the equipment is still at your facilities, please identify potentially affected Circuit Breaker(s) and contact us for inspection or replacement before shipping to customers.
  - ii. If you have already sold the equipment, please complete Registration Form (Attachment 1) or contact your local helpdesk;

- CCC or Partner Projects Quality Department on +44 (0) 870 608 8 608
- Email: [gb-rssquality@schneider-electric.com](mailto:gb-rssquality@schneider-electric.com)
- FAX +44 (0) 1952 209277

confirming if you will forward this Safety Notice to your customer or if you would like Schneider Electric to do so by providing information to us regarding the resale.

- b. If you are an end user, don't try to inspect the device yourself, please verify the location of the Circuit Breaker(s) in your facility then complete the Registration Form (Attachment 1) or contact your local helpdesk:

- CCC or Partner Projects Quality Department on +44 (0) 870 608 8 608
- Email: [gb-rssquality@schneider-electric.com](mailto:gb-rssquality@schneider-electric.com)
- FAX +44 (0) 1952 209277

This information is critical to ensure that we have the correct site address and site contact details in order to schedule the inspection.

- 2. If you are not able to determine if your Circuit Breakers is potentially affected, contact your local helpdesk

- CCC or Partner Projects Quality Department on +44 (0) 870 608 8 608
- Email: [gb-rssquality@schneider-electric.com](mailto:gb-rssquality@schneider-electric.com)
- FAX +44 (0) 1952 209277

Upon receipt of the Registration Form (Attachment 1), Schneider Electric will contact you to schedule the field inspection.

You can also contact your local helpdesk

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- Email: [gb-rssquality@schneider-electric.com](mailto:gb-rssquality@schneider-electric.com)
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for any information.

All immediate necessary corrective actions had already been implemented at Schneider Electric manufacturing plants, product adaptation workshops, to existing stock and at our official distributors to prevent this issue being repeated.

We sincerely apologize for this inconvenience. Thank you for your business and continued trust.

Yours faithfully,

Power Breakers Line of Business - Customer Satisfaction & Quality

- CCC or Partner Projects Quality Department on +44 (0) 870 608 8 608
- Email: [gb-rssquality@schneider-electric.com](mailto:gb-rssquality@schneider-electric.com)
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**Illustration 1:** Masterpact MTZ2/MTZ3 3P 4P 6P 8P in fixed and drawout version

MTZ2

800 to 4000 A



MTZ3

4000 to 6300 A



Orders – Sorted by Purchase Order

**Illustration 2:** Identification of affected products

Identification of affected breakers by serial number for devices already installed in equipment

Or

Identification by manufacturing date code for breakers on the shelf

Registration Form (Attachment 1)



Breakers between  
2016 Week 32  
2018 Week 13



PP 12 24 70008  
Plant Code      Year      Week      Plant data



Serial number

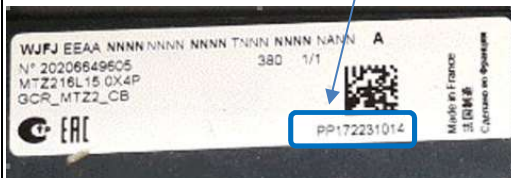


**Manufacturing Date code**  
AF/A16321 till AF/A18132 (inclusive)

AF or A: Plant code  
(Mastertech, France)

16321: 2016, week 32, day 1

18132: 2018, week 13, day 2



**Illustration 3:** Safety instructions for any intervention

### Important Information

#### NOTICE

Read these instructions carefully, and look at the equipment to become familiar with the device before trying to install, operate, or maintain it. The following special messages may appear throughout this documentation or on the equipment to warn of potential hazards or to call attention to information that clarifies or simplifies a procedure.



The addition of this symbol to a Danger or Warning safety label indicates that an electrical hazard exists, which will result in personal injury if the instructions are not followed.



This is the safety alert symbol. It is used to alert you to potential personal injury hazards. Obey all safety messages that follow this symbol to avoid possible injury or death.

#### **DANGER**

**DANGER** indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

#### **WARNING**

**WARNING** indicates a potentially hazardous situation which, if not avoided, can result in death or serious injury.

#### **CAUTION**

**CAUTION** indicates a potentially hazardous situation which, if not avoided, can result in minor or moderate injury.

#### **NOTICE**

**NOTICE** is used to address practices not related to physical injury.

#### PLEASE NOTE

Electrical equipment should be installed, operated, serviced, and maintained only by qualified personnel.

No responsibility is assumed by Schneider Electric for any consequences arising out of the use of this material.

A qualified person is one who has skills and knowledge related to the construction and operation of electrical equipment and the installation, and has received safety training to recognize and avoid the hazards involved.

### Safety instructions

#### **DANGER**

##### HAZARD OF ELECTRIC SHOCK, EXPLOSION OR ARC FLASH

- Apply appropriate personal protective equipment (PPE) and follow safe electrical work practices. See NFPA 70E, CSA Z462 or local equivalent.
  - This equipment must only be installed and serviced by qualified electrical personnel.
  - Unless specified otherwise in the maintenance procedures, all operations (inspection, test and preventive maintenance) must be carried out with the circuit breaker (device and chassis) and the auxiliary circuits de-energised.
  - Checks to ensure that the circuit breaker is de-energised must be carried out on the upstream and downstream terminals.
  - Always use a properly rated voltage sensing device to confirm power is off.
  - Install safety barriers and display a danger sign.
  - During the tests, it is strictly forbidden for anyone to touch the circuit breaker or the conductors while voltage is applied.
  - Before putting the equipment back into operation, it is mandatory to check that all connections are made with the correct tightening torque, the inside of the cabinet is clean, all devices, doors, and protective covers are in position and the circuit breaker is off (open position).
- Failure to follow these instructions will result in death or serious injury.

**Attachment 1**  
**PRB-208846 – Masterpact MTZ2/MTZ3 Circuit Breaker**

Reference: Products manufactured between August 8<sup>th</sup> 2016 and March 27<sup>th</sup> 2018

**Note! Only products manufactured during the above dates and identified as being supplied to you, are affected by this Safety Notice**

CUSTOMER/OEM NAME: \_\_\_\_\_ ACCOUNT NUMBER: \_\_\_\_\_

NAME OF PERSON REPORTING: \_\_\_\_\_ PHONE NUMBER: (\_\_\_\_\_) \_\_\_\_\_

DATE COMPLETED: \_\_\_\_\_

**CUSTOMER INFORMATION**

<u>QTY</u>	PART NUMBER	DATE SHIPPED	CUSTOMER PO NUMBER	CUSTOMER NAME & MAILING ADDRESS	JOB NAME	CONTACT NAME	TELEPHONE
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Provide additional pages if necessary

PLEASE RETURN COMPLETED FORM TO: Partner Projects Quality Dept, Stafford Park 5, Telford, TF3 3BL, FAX 01952 209277 or email to [gb-rssquality@schneider-electric.com](mailto:gb-rssquality@schneider-electric.com)

Please contact Partner Projects Quality Dept, at 0870 608 8 608 if you have any questions. Please refer to PRB-208846 when calling.