

DATE: June 16, 2022

TO: All Distributors

FROM: Schneider Electric (SE) Recovery Administration

SUBJECT: QO™ Plug-On Neutral Load Center

RE: 1. Poster
2. Quarantine of Product
3. Product Return
4. Request for Customer List

Ref.: PRB-236759

▲ RECALL 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. As part of our ongoing quality monitoring process, a potential issue was detected that may affect specific QO Plug-On Neutral Load Centers manufactured between February 1, 2020 and January 12, 2022 at Schneider Electric Plant 15.

The issue detected is a loose neutral screw connection within the QO Plug-On Neutral Load Center. If that connection is loose, the affected load center can overheat, posing thermal burn and fire hazards. There is a potential for **PROPERTY DAMAGE AND PERSONAL INJURY** as a result.

Affected products were manufactured between February 1, 2020 and January 12, 2022, with date codes between 200561 and 220233. Plant 15 is the only plant impacted and all other plant codes are not affected. A complete list of affected catalog numbers, date code description, and inspection instructions is shown in Attachment 1, Product Identification.

This nonconformity has been contained at Schneider Electric manufacturing plants, distribution centers and product adaptation locations. All QO Plug-On Neutral Load Centers produced after January 12, 2022 are conforming to Schneider Electric design and manufacturing standards.

Existing inventory with date codes prior to January 13, 2022 has been validated and is marked with a green dot to indicate compliance with Schneider Electric design and manufacturing standards. Any product marked with a green dot on the carton is excluded from this notice.

This Product Recall is happening in cooperation with and has approved by the **Consumer Product Safety Commission ("CPSC")**.

This letter is to communicate these risks and outline actions requested to ensure the proper identification, quarantining and return of any affected product.

While the inconvenience is regrettable, safety remains the highest priority of Schneider Electric. For this reason, thank you for your prompt assistance in this matter.

What to do:

Inspect existing inventory and stop installation of the affected products immediately.

If this activity has not been completed, please do so immediately. All affected products should be removed from stock and/or shelves and quarantined in accordance with attachment 1.

If continued quarantining of affected product is not feasible, please contact SE customer care department for further assistance at 888-778-2733 options 2, 1, 4.

How to identify affect product – Not Installed

To properly identify a potentially affected QO Plug-On Neutral Load Centers using the information on the carton, please refer to Attachment 1, Part I – Outdoor Product Identification, and Part II – Indoor Product Identification.

How to Identify Product – Installed

Once a product has been installed, the catalog number and date code may only be found inside the enclosure, on the identification labels.

Only qualified electrical individuals should remove the cover of the load center.

Please refer to Attachment 1, Part III – Product out of Carton for the location and information to be found on the product labels.

How to Inspect Products – Not Installed

Schneider Electric has developed a list of instructions for inspection of a product. It is recommended that these instructions be carried out only by properly trained and licensed professionals.

To receive a copy of these instructions, follow the [Inspection Link](#).

How to Inspect (and Possibly Repair) Products - Installed

Schneider Electric has developed a list of instructions for the inspection, and possible remediation of an installed and connected load center. These instructions must only be followed by trained and licensed professionals.

To arrange for an inspection of a load center, please contact Schneider Electric via the **General Questions and Technical Support** contact information above.

Trained professionals may receive a copy of these inspection instructions by contacting Schneider Electric. The Customer Care team will register any professional and send a copy of the instruction for inspection and possible repair of installed load centers. Please contact us via the **General Questions and Technical Support** contact information below.

Poster enclosed

Included in this envelope, please find Please position the attached poster in a high traffic area for customer to see and read. If more copies are needed, please contact SE customer care at the general questions number below.

Customer Contact Information

SE desires to contact all customers who have purchased the affected product. To the extent allowable by law, please provide any customer contact information so SE may notify any known customers directly.

All customer information provided to SE will only be utilized for the purposes of this Product Safety Alert.

SE requests the name(s) and address(es) of the customer(s) who have purchased affected product by either providing an excel spreadsheet or through the following link provided.

For Further Customer Questions:

If a customer has any further questions concerning affected product, please refer to the following contact information;

General Questions and Technical Support

[chat](#) at MySE/MySchneider or

<https://www.se.com/us/en/work/support/customer-care/contact-schneider-electric.jsp>

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

Email: technicalsupport@schneider-electric.com

To return affected product either from a store or a customer, please refer to the following contact information;

Returns

Chat through MySE/MySchneider

Phone: 888-778-2733 option 3

Email: ccc-claims@schneider-electric.com

How to identify affect product

To properly identify a potentially affected QO Plug-On Neutral Load Centers, please refer to **Product Identification**.

Product Identification

Table 1 – US Stocked Products — Affected Catalog Numbers

QO112L125KPCA	QO124M125PRB	QO142M150PC
QO112L125PG	QO124M150P	QO142M200P
QO112L125PGC	QO124M200P	QO142M200PC
QO112L125PGRB	QO124M200PWG125	QO142M200PCAFVP
QO112L125PWG	QO130L125PG	QO142M200PCVP
QO112L125VPCA	QO130L125PQG	QO142M200PQ
QO112L200PG	QO130L150PG	QO142M200QCVP
QO112L200PGRB	QO130L200PG	QO142M200PRB
QO112M100P	QO130L200PGC	QO142M225P
QO112M100PC	QO130L200PGRB	QO142M225PRB
QO112M100PRB	QO130L200PQG	QO142MQ200PQ
QO116L125PG	QO130L200PWG	QO154L225PG
QO116L125PGRB	QO130M150P	QO154L225PGC
QO116M100P	QO130M150PC	QO154L225PGMF
QO116M100PC	QO130M150PRB	QO154L225PQG
QO116M100PRB	QO130M200P	QO154M200P
QO120L125PG	QO130M200PC	QO154M200PC
QO120L125PGC	QO130M200PQ	QO154M200PQ
QO120L125PWG	QO130M200PRB	QO160M200PC
QO120M100P	QO132L125PG	QO1816M200PFTRB
QO120M100PC	QO132M100P	QOGP3P3036P
QO120M100PRB	QO132M100PCVP	QOGP3P6036P
QO120M150P	QO132M125P	QOGP3P604436100P
QO120M150PRB	QO132M150P	QOGP3P604436125P
QO120M200P	QO140L200PG	QOGP3P604436150P
QO120M200PRB	QO140L200PGRB	QOGP3P604436200P
QO124L125PG	QO140L225PG	QON112L125PI
QO124L125PGC	QO140M200P	QON112L200PI
QO124L125PGCVP	QO140M200PC	QON120L125PI
QO124L125PGRB	QO140M200PCBE	QON124L200PDL
QO124L125PQG	QO140M200PRB	QON124L200PI
QO124L125PQGCV	QO140M200PT2	QON130L200PDL
QO124L200PG	QO140M225P	QON130L200PI
QO124M100P	QO142L225PG	QON142L225PI
QO124M100PC	QO142L225PGC	QON154L225P
QO124M100PCVP	QO142L225PGCVP	QON160L225P
QO124M100PRB	QO142L225PGRB	
QO124M125P	QO142L225PQG	

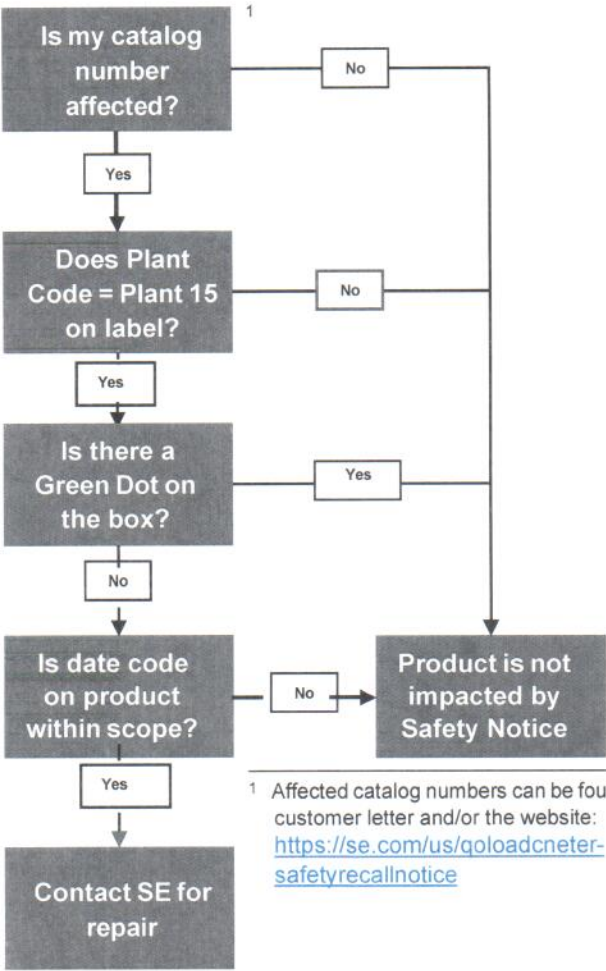


Indoor Load Center

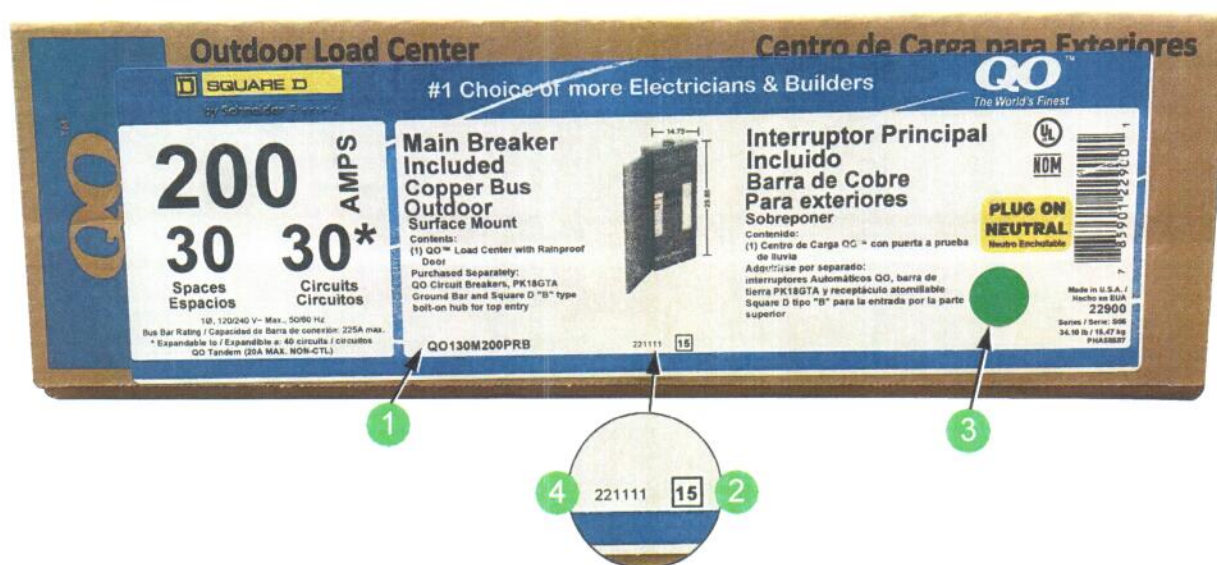


Outdoor Load Center

Inspection Workflow

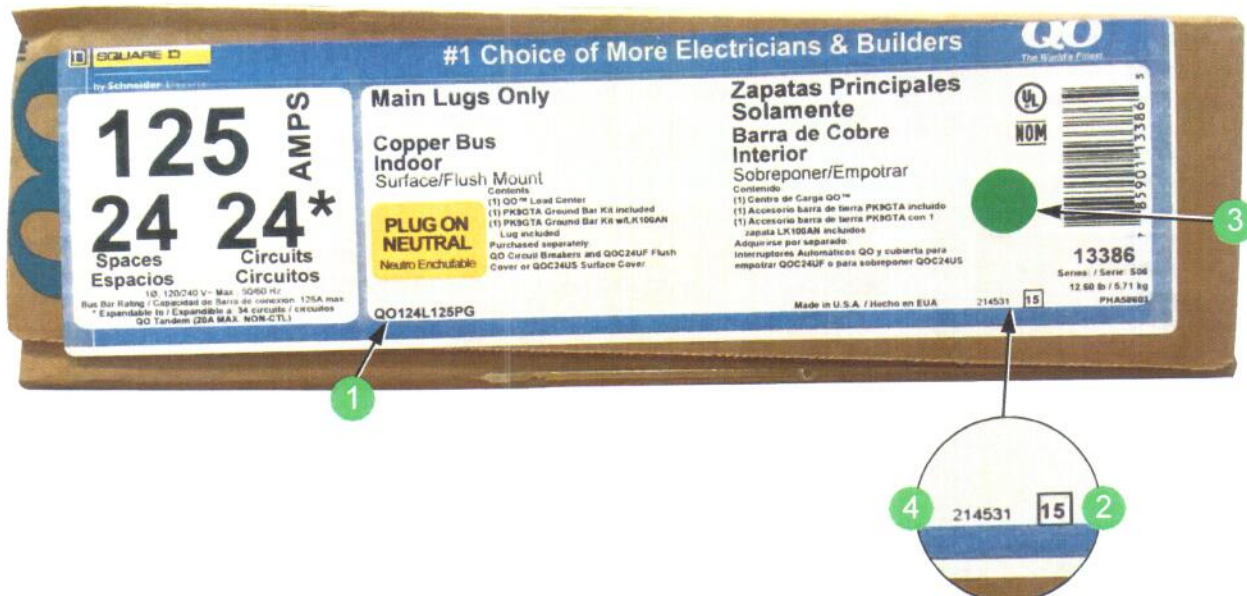


Outdoor Load Center



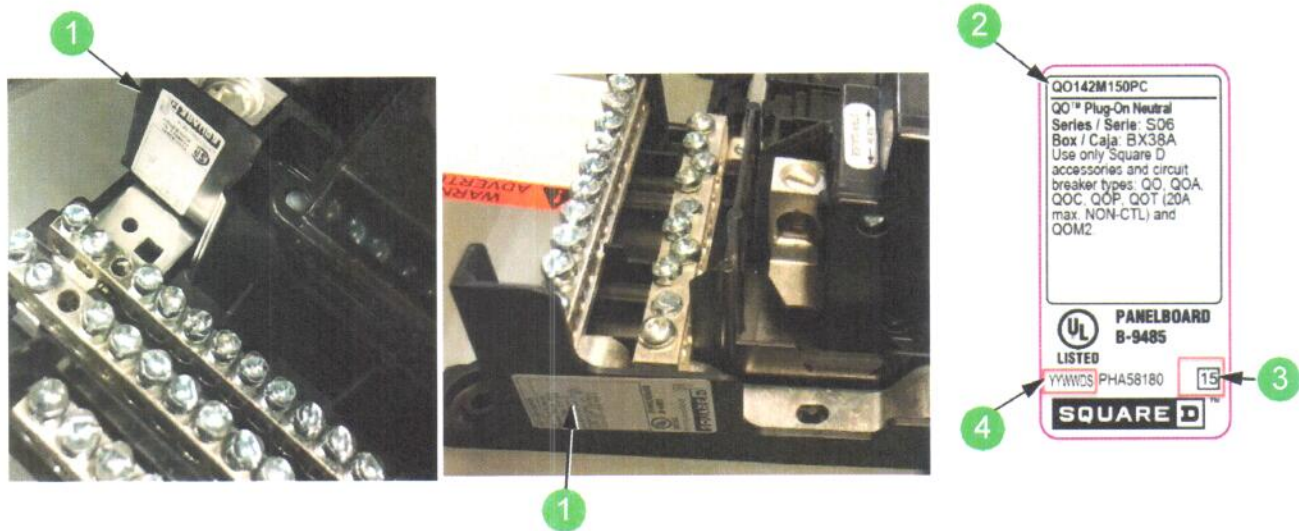
1	Step 1 — Catalog Number Validate if catalog number is within scope of safety notice. Refer to customer letter and/or URL: https://se.com/us/qoloadcenter-safetyrecallnotice
2	Step 2 — Plant Code Validate Plant Code = Plant 15. Confirm if Plant Code in square box = 15. If no, product is unaffected by safety notice. If yes, proceed to Step 3.
3	Step 3 — Green Dot Validate if a Green Dot is present on the label. If yes, product is unaffected by safety notice. If no green dot is present, proceed to Step 2.
4	Step 4 — Date Code Validate the date code is within scope of the safety notice. Date code is translated as: YYWWDS. YY=Year; WW=Week; D=Day of the week; S=Shift. Example Shown: <ul style="list-style-type: none"> • Date Code = 221111 • Year 22, Week 11, Day 1, Shift 1 • Date = March 7, 2021 Shift 1 If date code is earlier than January 13, 2022, then the product is within scope of the safety notice and is affected.

Indoor Load Center



1	Step 1 — Catalog Number Validate if catalog number is within scope of safety notice. Refer to customer letter and/or URL: https://se.com/us/qoloadcenter-safetyrecallnotice
2	Step 2 — Plant Code Validate Plant Code = Plant 15. Confirm if Plant Code in square box = 15. If no, product is unaffected by safety notice. If yes, proceed to Step 3.
3	Step 3 — Green Dot Validate if a Green Dot is present on the label. If yes, product is unaffected by safety notice. If no green dot is present, proceed to Step 2.
4	Step 4 — Date Code Validate the date code is within scope of the safety notice. Date code is translated as: YYWWDS. YY=Year; WW=Week; D=Day of the week; S=Shift. Example Shown: <ul style="list-style-type: none"> • Date Code = 214531 • Year 21, Week 45, Day 3, Shift 1 • Date = November 3, 2021 Shift 1 If date code is earlier than January 13, 2022, then the product is within scope of the safety notice and is affected.

Product out of Carton



1	Step 1 — Locate Label Locate label to identify the load center.
2	Step 2 — Catalog Number Validate if catalog number is within scope of safety notice. Refer to customer letter and/or URL: https://se.com/us/qoloadcenter-safetyrecallnotice
3	Step 3 — Plant Code Validate Plant Code = Plant 15. Confirm if Plant Code in square box = 15. If no, product is unaffected by safety notice. If yes, proceed to Step 3.
4	Step 4 — Date Code Validate the date code is within scope of the safety notice. Date code is translated as: YYWWDS. YY=Year; WW=Week; D=Day of the week; S=Shift. The Date Code is on the label above the Square D logo. If date code is earlier than January 13, 2022, then the product is within the scope of the safety notice and is affected.

Electrical equipment must 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.

Schneider Electric USA, Inc.
 800 Federal Street
 Andover, MA 01810 USA
 888-778-2733
www.se.com/us

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