



**DATE:** October 4, 2004  
**TO:** Square D® Distributors  
**SUBJECT:** Square D AFI Circuit Breakers, Catalog Number QO; QOB and HOM; Manufactured between March 1, 2004 and September 23, 2004

**⚠ PRODUCT SAFETY NOTICE**  
**NOTICE OF POTENTIAL NONCONFORMING CONDITION**

**DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR ORGANIZATION**

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 interruption 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 issue. If this condition exists, the breaker will not properly detect or interrupt a high resistance low current arcing fault. Short circuit and overload interruption capability continues to function properly.

**Immediate Action Required for Product(s) in Your Inventory:**

1. Check your inventory and determine if you have any product(s) in inventory that have the date codes in question. See Exhibit 1 to identify affected catalog number(s) and date code(s).
2. Follow the standard procedures for returning product, i.e. contact your Customer Service Representative at 888-SquareD to arrange for a return authorization.
3. After receipt of the appropriate paperwork from customer service, send affected product(s) to the address indicated on the forms. The completed Return Material Authorization Form must accompany all returned product.

**Action Required for Product(s) You Have Sold/Shipped to End-Users:**

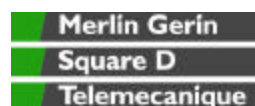
For products that you have sold or that are installed, we request that you:

1. Prominently display a copy of this Product Safety Notice in your walk-up counter areas,
2. Provide us with a list of customers who may have purchased these products. Upon receipt of the list we will notify your customers directly.

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.

**Chris Reed**  
Product Engineering Manager  
Lincoln Plant

Enclosure: Product Identification Information Action – Attachment 1  
Recommended Action – Attachment 2



**Schneider Electric**  
**North American Operating Division**  
1415 South Roselle Road  
Palatine, IL 60064  
Tel 847-397-2600  
[www.us.squared.com](http://www.us.squared.com)



## ATTACHMENT 1

### PRODUCT IDENTIFICATION INFORMATION

#### AFI Circuit Breakers

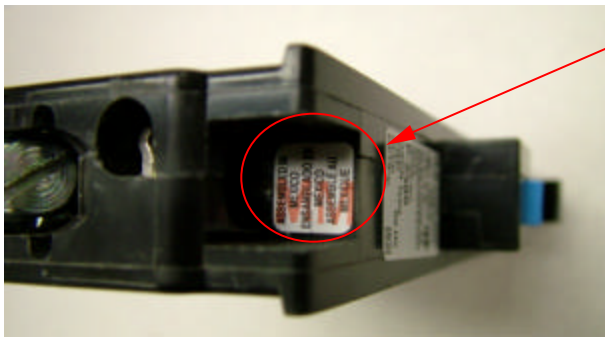
Product(s) affected by this Notice are marked with a date of manufacture (date code) of 0410 to 0439 on the carton, and CN, DN, EN, FN, GN, HN or JN on the product.

#### Catalog Numbers

QO115AFI	QOB115AFI	HOM115AFI
QO120AFI	QOB120AFI	HOM120AFI
QO115VHAFI	QO120VHAFI	QOB115VHAFI
QOB120VHAFI		



Carton Date Code



Breaker Date Code



## ATTACHMENT 2

### RECOMMENDED ACTION

#### QO, QOB, and HOM AFI Circuit Breakers

##### Recommended Action:

##### DISTRIBUTOR:

1. Refer to Attachment 1. Check your inventory and determine if you have the product(s) affected by this Product Safety Notice. These products must be returned to Square D Company.
2. Contact your Florence team to obtain a Returned Material Authorization (RMA) number and shipping labels, marked "Attention: AFI Recall"
3. *Return all product(s) that are affected by this Product Safety Notice to:*  
  
Square D Company  
Attn: AFI Recall  
1717 Center Park Road  
Lincoln, NE 68512
4. All returned product(s) must be accompanied with the following:
  - a. Completed RMA form
  - b. RMA Shipping labels
5. *You will receive full credit of the products(s) returned by completing the Standard Return Policy.*
6. Order replacement products. Order Fulfillment subject to product availability.

##### CONTRACTOR:

1. *Refer to Attachment 1. Check your inventory to determine if you have product(s) affected by this Product Safety Notice. 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. *Contact Square D Company, Jim Willhoite at 1-877-202-9046 for additional information on product(s) that have been installed.*

*To ensure proper credit is received for returned product, all of the above actions must be completed.*

Those products, which are not listed in this notice, are acceptable for use.

Questions regarding this return and replacement of affected products should be directed to Jim Willhoite at 1-877-202-9046.