

Dear Customer,

RECALL NOTICE

Schneider Electric has become aware of non-conformance of some Clipsal branded RCDs; 10mA RCD Protected Socket Outlets and Service Panel 10mA RCDs.

Schneider Electric is taking a proactive and precautionary measure of a voluntary recall and notifying customers to assist in identifying the impacted customers and sites to begin a test and replacement process.

The occurrence and risk to safety of this issue has been assessed as extremely low, and no incidents involving harm to person or property damage have been recorded. Products impacted may not trip below the correct current limit as defined by New Zealand standards.

Products impacted:

2025RC10-WE
2031VRC10-WE
C2025RC10-WE
ML2025RC10C-BG
ML2025RC10-DB
ML2025RC10-RD
ML2025RC10-WE
ML2031RC10-WE
ML2031VRC10-DB
ML2031VRC10-RD
ML2031VRC10-WE

Range of impacted product:

All products as above purchased between **1st July 2017 and 15th October 2020 (inclusive)** are potentially affected.

Any product outside of these dates is not affected and no further action is required.

NZ Electrical Wholesale Head Offices are providing sales & contact information to Schneider Electric. Once information is received Schneider Electric Customer Care Team will be making direct contact with customers, to advise of the recall notice and put in place a check/test and replacement plan.

If you do have anyone that is concerned and seeks further information/assurance – please direct them to call Schneider Electric Customer Care on 0800 652 999.

Please refer to attached documentation for more details.

Further information:

- Schneider Electric has undertaken a voluntary recall as a precautionary measure and the likelihood of personal injury is extremely low.
- If you have a customer impacted by this recall notice please refer them to the attached customer letter and recall alert and call Schneider Electric Customer Care team on 0800 652 999 or email Customercare.nz@se.com immediately to guide them through the next steps.
- Direct replacement stock at this point is not available of the RC series until factories restart production to supply.
- Limited stock of the equivalent Clipsal RCD series is available in most colors, the available stock is held initially and limited to replace any that fail under test.
- Provided the product tests and trips the unit using the built-in test function there is no immediate concern.
- It is recommended customers frequently test using test/reset button to remain confident the device is functioning correctly until replacements can be installed.

Kind Regards,

Phillip Barrowcliffe
Commercial Manager
Schneider Electric NZ Ltd
0800 652 999