

DATE: 05-11-2020

TO: All Customers of Socket Outlet 10mA RCD and Service Panel 10mA RCD:
2025RC10-XX, 2031RC10-XX, 2031VRC10-XX, C2025RC10-XX, ML2025RC10C-
BG, ML2025RC10-XX, ML2031RC10-XX, ML2031VRC10-XX

⚠️ PRODUCT SAFETY NOTICE
NOTICE OF POTENTIAL UNSAFE CONDITION

Deliver to Responsible Person in Your Organization. This Notice is intended to cover and apply to all of the products defined below that may be in use at any facility by or under the control of your organization.

SUBJECT: Quality Issue Product not tripping at the correct sensitivity – PRB-229431

Dear valued customer,

Schneider Electric Australia has become aware of a nonconformance; the Socket Outlet 10mA RCD and Service Panel 10mA RCD may not trip below the correct current limit as defined by Australian Standards.

Whilst the occurrence and the risk to safety of this issue has been assessed as extremely low, given this is a safety product and does not comply with New Zealand standards we have taken the decision to recall this product.

Products impacted:

2025RC10-XX, 2031RC10-XX, 2031VRC10-XX, C2025RC10-XX, ML2025RC10C-BG, ML2025RC10-XX, ML2031RC10-XX, ML2031VRC10-XX

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.

Immediate necessary containment and corrective actions have already been implemented at our manufacturing plants and at our supply centers.

According to our records, you may have received one of the affected products covered by this Product Safety Notice.

Identification of defective product:



All products purchased between **1st July 2017 and 15th October 2020** (inclusive) (**Date Code # 01 Jul 2017 to 15 Oct 2020** (inclusive)) are potentially affected and need to be replaced and returned to Schneider Electric: **(For further details please see Appendix 1)**

WHAT TO DO - In the next 10 days. . .

1. **INSPECT:** To be proactive and prevent any unexpected consequences, we are asking you to check your inventory to determine if you have any product with the impacted reference number and dates of manufacture. (Please refer to Appendix 1) **If so, please quarantine these products to avoid any further on sale and refer to the instructions below for next actions.**

INSPECTION OF PRODUCT ALREADY INSTALLED: Check the date code on the bottom edge of the product. When safe to do so perform a “push to test” on the front of the product. If the product fails to trip, isolate the circuit immediately and notify Schneider Electric for replacement product. Schneider Electric Customer Care Team on **Tel: 0800 652 999**

If the product does trip and it is within scope of this recall, please collate the product part numbers and quantities affected and contact customer care for replacement products. Schneider Electric Customer Care Team on **Tel: 0800 652 999**

2. **RETURNS:** If you have a product not installed that is impacted by this potential unsafe condition, please contact the Schneider Electric Customer Care Team on **Tel: 0800 652 999** for instructions on returning and exchanging the affected product via the standard return RMA process. (RMA = Return Material Authorization) **Please refer to PRB-229431**
3. **PRODUCTS SOLD TO CUSTOMERS:** If you have sold any of the potentially impacted products to customers, we ask you to provide a report of your customer listing/details or fill in the attached Customer/ Distributor Acknowledgement Form (See Appendix 2) of this Product Safety Notice and **return within the next 10 days.**
4. **IF NO PRODUCTS AFFECTED BY THIS NOTICE ARE IN YOUR POSSESSION NOR HAVE BEEN ON SOLD TO YOUR CUSTOMERS:** Please confirm this situation to Schneider Electric via *Appendix 2.*

Our aim is to replace/return all affected product in the field, for us to do this we need your co-operation and assistance to ensure all products at risk are rectified

We apologize for any inconvenience caused by this Product Safety Notice. Consumer safety will always be the highest priority of Schneider Electric.

Sincerely,

Tim Burrows
Schneider Electric - CSQ & HSE Business Lead NZ

Enclosures:
Appendix 1: Product Identification,
Appendix 2: Distributor Acknowledgement Form

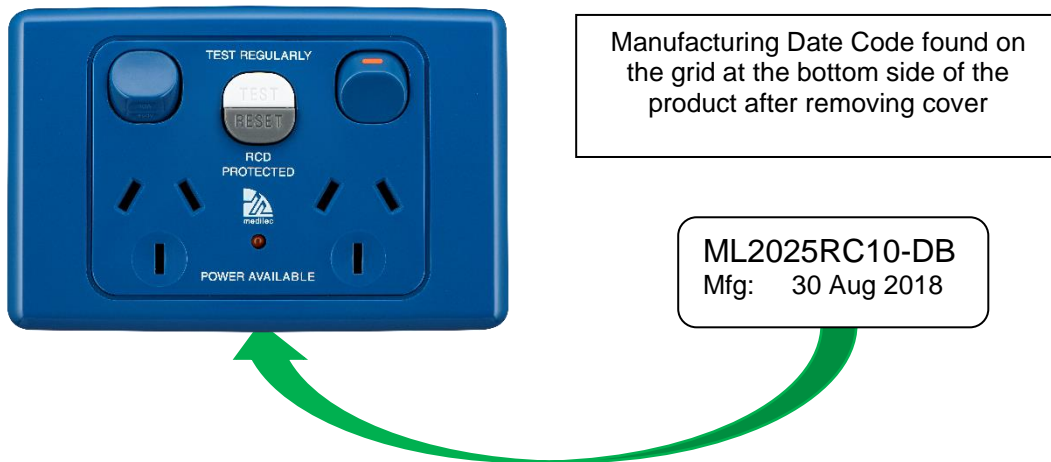
Appendix 1 – Product Identification

Products impacted:

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

How to Find the Reference Number, Manufacturing Date Code on Product:

- **Identification of product: *Example only***



Identification of replacement products :

Schneider Electric will be replacing the returned products with our RCD version of this range as per below.



Appendix 2 – Contact Details and Distributor Acknowledgement Form - PRB-229431

2025RC10-XX, 2031RC10-XX, 2031VRC10-XX, C2025RC10-XX, ML2025RC10C-BG, ML2025RC10-XX, ML2031RC10-XX, ML2031VRC10-XX

Please complete this form:

Email to: Schneider Electric NZ
 2/4 Hazeldean Rd, Addington, Christchurch, New Zealand
customercare.nz@se.com

Phone : Customer Care Team : **Tel: 0800 652 999**

Wholesaler/Distributor	
Contact	
Address:	
Telephone #:	
Email Address:	

Please mark as appropriate:

<input type="checkbox"/>	I am affected, further customer (contractor) detail provided below
<input type="checkbox"/>	Please remove me from this mailing list, as I'm not affected

Further Customer information to be provided to Schneider Electric NZ, so we can inform them of this Product Safety Notice. (Attach additional sheets as needed.)

Contractor Company Name	
Contact/Phone Number	
Address:	
Email address	



Contractor Company Name	
Contact/Phone Number	
Address:	
Email address	

Contractor Company Name	
Contact/Phone Number	
Address:	
Email address	

Contractor Company Name	
Contact/Phone Number	
Address:	
Email address	

Contractor Company Name	
Contact/Phone Number	
Address:	
Email address	

