



February 28, 2008

To Whom It May Concern:

Subject: **UPDATE:** Resolution to Potential Issue with Masterpact NW Draw-out UL and ANSI Circuit Breakers

Recently, we informed you of a potential issue with the connection between the clusters and the stabs affecting some of the draw-out versions UL and ANSI Masterpact circuit breakers. Fixed mounted Masterpact NW and NT breakers, IEC Masterpact NW breakers and draw-out versions of Masterpact NT breakers are not impacted.

A small number of incidents involving clusters (less than 0.04%) have been reported. Although this number is extremely small in relation to the installed base, we recognize that you expect the highest level of quality in the products you purchase from us. Hence, the decision was made to advise users not to rack the breakers into the connected position without a Square D qualified service technician on site until completion of the investigation.

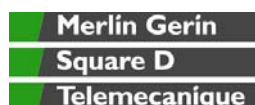
Our investigation has now been completed confirming that when qualified electrical personnel carefully read and follow all instructions set forth in the Instruction Bulletin, there are no issues that need to be resolved involving the connection between the clusters and the stabs. Therefore, it is not necessary to have a Square D qualified service technician on site to rack the Masterpact NW circuit breakers into the connected position as long as proper installation and maintenance is performed by a qualified electrical personnel in compliance with the Instruction Bulletin, particularly Section 1 and Section 10, following NFPA 70E. For a complete copy of the Instruction Bulletin (Caution – 292 pages) ([click here for link](#)).

During the course of the investigation an opportunity to improve the connection between the clusters and the stabs was realized. As a result an enhancement kit consisting of special labels and cluster clips has been developed. This enhancement kit is not required, but will improve cluster retention and is currently being installed on all UL and ANSI Masterpact NW draw-out circuit breakers manufactured by Square D. Realizing that some customers may wish to add this enhancement to their existing product we are making available the Cluster Retention Kit free of charge. To order this kit please complete the NW Breaker Cluster Retention Kit order Form. This kit can be installed at your next scheduled maintenance or outage by your qualified electrical personnel or if you prefer Square D Services can install the cluster clips and labels at standard Square D Services rates. Installation services can be arranged by utilizing the order form. Click here for a link to the Cluster Retention Kit Order Form. ([click here for link](#))

If you have any questions please contact the Field Service Support Team at 800-634-8730 or John.Kvarta@us.schneider-electric.com.

Sincerely,

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