



SQUARE D COMPANY
Schneider Electric

SERVICES – PRODUCT SUPPORT SERVICES
9525 Monroe Rd., Suite 160, Charlotte, NC 28270 PHONE 800-634-8730 FAX 704 847-3259

Date: March 8, 2007

To: USERS OF MASTERPACT NT & NW CIRCUIT BREAKERS

Subject: Micrologix X.0 A, P & H Trip Systems in Masterpact NT & NW Circuit Breakers
A trip unit date codes: April 2001 – December 2005
P & H trip unit date codes: June 2003 -- December 2005



**PRODUCT UPDATE NOTICE
ADVISING OF POSSIBLE NUISANCE TRIP CONDITION**

DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR FACILITY (i.e. MANAGER)

As part of our continuing quality review process, Square D Company has identified a potential for a small percentage (less than one percent) of the subject breakers to experience a nuisance trip ^{open} during switching operations (closing or opening), indicated with an AP (Advanced Protection) LED. The nuisance tripping issue may occur during the manual or electrical closing/opening of the Masterpact circuit breaker. The circuit breaker could immediately nuisance trip, at which point the circuit breaker could be reset and reclosed with the same results or it could remain closed. Square D has determined that system noise and transient bursts can be interpreted by the trip unit as a high fault condition resulting in the immediate opening of the breaker. It should be noted that once the breaker has been closed the susceptibility of the trip unit to the system noise is removed.

To mitigate the issue, installations with susceptible applications should replace the MICROLOGIC trip units with new MICROLOGIC trip units manufactured after December 5, 2005. In addition to the above action, installations with a neutral CT will benefit further by implementing the MICROLOGIC neutral CT wiring guidelines developed by Square D Company. (See Instruction bulletin 48041-082-01). These modifications will further eliminate the potential for high frequency noise to be coupled into the MICROLOGIC trip unit. Additional information on the issue and solution is included in RC71- Exhibit 2 – AP Light Customer Information. (copy attached)

Our records indicate that we shipped you one or more Masterpact breaker with the suspect trip unit elements. The circuit breaker(s) containing these trip units are identified on the enclosed form(s) entitled "Information Sheet and Questionnaire(s)." Please verify the location of the circuit breaker(s) in your facility and complete and return the enclosed questionnaire(s) in the pre-addressed, postage paid envelope provided or by fax to 859-

817-5018. Please use Exhibit 1 (enclosed) to assist you in identifying your equipment by locating the serial number and date codes.

Square D Services will contact you after receipt of the returned "Information Sheet and Questionnaire(s)" to schedule a date and time when your Masterpact circuit breaker(s) can be inspected and updated. Please note that complete de-energization of the circuit breaker will be required. It is estimated removal and installation of the trip unit base will require **90 minutes per Masterpact circuit breaker. CT rewiring will require additional time.**

This service is being performed at no cost to you. Square D Company realizes that in some instances shutdown times will be critical to your facility. Square D Services will help provide the necessary manpower to minimize this down time. **Square D Services will not contact you to schedule service (or to confirm service on your scheduled shutdown date) until we receive your completed "Information Sheet and Questionnaire".**

Please note: If you provide a shutdown date, we will make every attempt to provide service at that time but cannot guarantee service on your shutdown date and time. We will call you to confirm a service date/time following receipt of your form.

Important Note: You must have someone qualified on site at the time of the inspection to shutdown and re-energize your system.

We regret any inconvenience this may cause you, however, your immediate cooperation will be most appreciated and is essential for the continued reliable operation of this product. Should you have any questions, please contact Square D Services, Product Support Services, at 800-634-8730 or 704-847-2698. Please refer to the RC71 number listed on the lower left-hand corner of your "Information Sheet and Questionnaire" when calling.

Sincerely,

John Kvarta

John Kvarta
Square D Services
Product Support Services
john.kvarta@us.schneider-electric.com

Enclosures:

- Information Sheet & Questionnaire(s)
- RC71 - Exhibit 1 (Locating the Serial # and Date Code on a Masterpact NW & NT Breaker)
- RC71 - Exhibit 2 – AP Light Customer Information
- Business Reply Envelop



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SERVICES – PRODUCT SUPPORT SERVICES

9525 Monroe Road, Suite 160, Charlotte, NC 28270 PHONE 800-634-8730 FAX 859-817-5018

Customer

RC-75
Shutter Nut
15 mins

Date: October 19, 2007

To: All installers and users of Masterpact NW Drawout Circuit Breakers

Subject: Masterpact NW Drawout Circuit Breaker not utilizing the cell key bracket – all amperages and interruption ratings built to the UL and ANSI Standards, manufactured from October 1, 1999 through October 31, 2005 (Date codes 99391 – 05441 inclusive).



URGENT PRODUCT SAFETY NOTICE
WARNING OF POSSIBLE UNSAFE CONDITION

DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR ORGANIZATION

The Masterpact NW drawout circuit breaker built to the UL and ANSI standard (not utilizing the cell key bracket) may have a shutter actuator nut with the tightening torque below specification. (See Illustration 1 below for location of shutter actuator nut on circuit breaker.)

If the shutter nut torque is below specification, when the Masterpact NW circuit breaker is racked from the connected to the test position the shutter nut actuator assembly may fall from the circuit breaker. If the main disconnects (clusters) are energized and the shutter actuator nut assembly falls from the circuit breaker there is a potential for a fault to occur behind the circuit breaker in the cell. This will result in the potential for **SERIOUS PERSONAL INJURY, PROPERTY DAMAGE OR DEATH.**

Illustration 1 (Shutter Actuator Nut Location on Circuit Breaker)

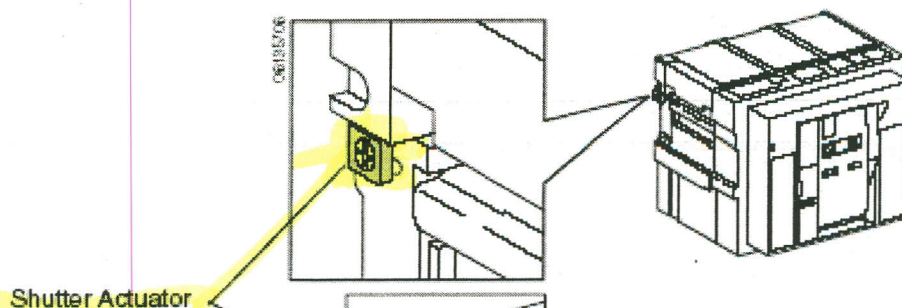
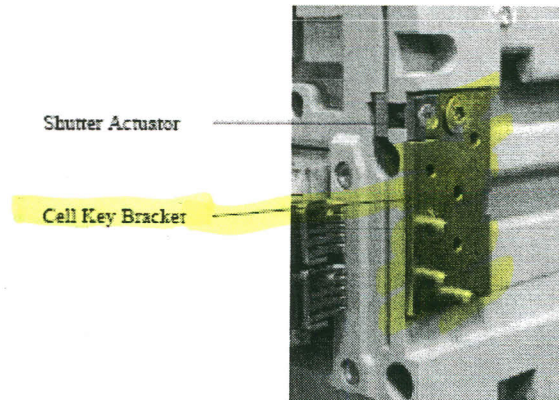


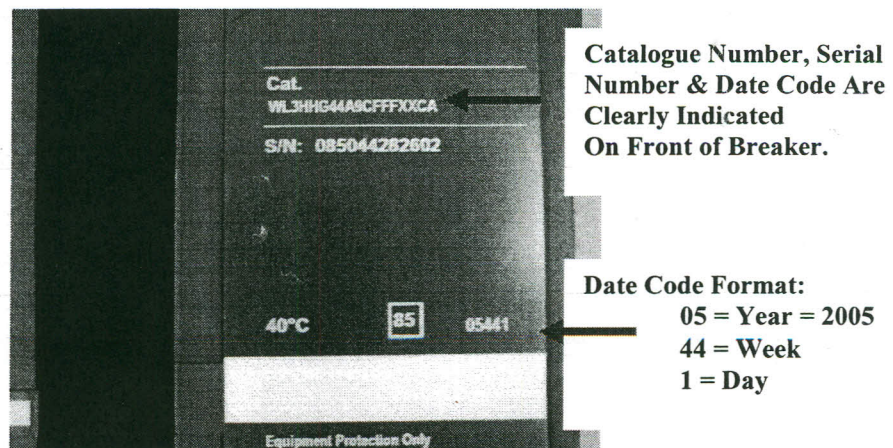
Illustration 2 (Shutter Actuator with Cell Key Plate)



Recommended Actions For Users:

1. Verify if the circuit breaker was manufactured during the affected date code range (see illustration 3 for date code location). **October 1, 1999 through October 31, 2005 (Date codes 99391 – 05441 inclusive).**
Note: The date code information is located on the front of the circuit breaker. (See illustration 3 below).
2. Before racking the circuit breaker from the connected to the test position ensure that the main disconnects are de-energized.
3. Verify if a cell key plate is installed on the Masterpact NW draw out circuit breaker (see illustration 2). **If the cell key bracket is installed on the circuit breaker, the shutter actuator assembly is retained by the cell key bracket and no repair is required.** If this is the case, please note this in the comments section of the questionnaire for that breaker and return to Square D Company.

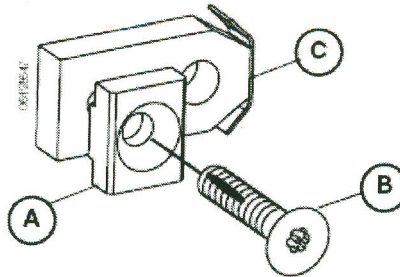
Illustration 3(Circuit Breaker Identification)



4. For UL and ANSI Standards Masterpact NW circuit breakers manufactured between **October 1, 1999** and **October 31, 2005** (Date codes 99391 – 05441 inclusive), that do not have a cell key plate installed it has been determined that replacement of the shutter actuator plate will be required.

5. A replacement kit with a new shutter actuator plate and 10-32 screw will be provided (see illustration 4). The kit part number is 64178.

Illustration 4 (Shutter Actuator Assembly)



A. Spacer B. 10-32 Screw with thread-locking patch C. Shutter Actuator Plate

The Switchgear containing the breakers with the non-conforming shutter nuts is identified on the enclosed “Information Sheet and Questionnaire” form(s). Please verify the location of the Breaker(s) in your facility then complete and return the enclosed questionnaire(s) in the pre-addressed, postage paid envelope provided or by fax to 859-817-5018. This information is critical to insure that the correct contact information is obtained for the update activity.

Upon receipt of the completed questionnaire(s), Square D Company will send you a replacement hardware kit for each affected circuit breaker (at no charge) in order for you to update your affected breaker(s) during your next scheduled maintenance period. Or, if you do not have qualified personnel to perform the required service, Square D Company can arrange to have the service performed for you. On the attached questionnaire(s) please fill out only one section indicating if you desire Parts only or Parts and Service.

We regret any inconvenience this may cause you, however, your immediate cooperation will be most appreciated and is essential for the continued reliable operation of this product. Should you have any questions, please contact Square D Services, Product Support Services, at 800-634-8730 or 704-847-2698. Please refer to the RC75 number listed on the lower left-hand corner of your “Information Sheet and Questionnaire” when calling.

Sincerely,

John Kvarta

John Kvarta
Square D Services
Product Support Services
john.kvarta@us.schneider-electric.com

Enclosures:

Information Sheet & Questionnaire(s)
Business Reply Envelop