

## SALES BULLETIN

To: Reznor Reps  
From: Steve Schmitt, VP Sales, Light Commercial North America  
Date: 07/18/2018  
Subject: **Important Offer Safety Alert from Schneider Electric**

### **DESCRIPTION:**

Schneider Electric has notified Nortek Global HVAC of a potential safety issue with certain Square D electrical disconnects. Please see the attached Offer Safety Alert issued by Schneider Electric in conjunction with the US Consumer Product Safety Commission.

Nortek Global sold the subject disconnects through its Reznor business under SKU's RZ161469 and RZ040269. The disconnects may have been sold individually as parts, or as an option code with other equipment. Nortek Global requests that you post this Offer Safety Alert in a conspicuous location (such as a counter) or otherwise take steps to alert your customers to this matter. Additionally, as a matter of good practice, Nortek Global recommends that anyone servicing equipment verify that power is properly disconnected using a multi-meter before performing any service.

Concurrent with this communication, Nortek Global is notifying any customers or contractors who, according to Reznor's records, were shipped one of the potentially affected disconnects. If you receive one of the letters, please take immediate steps to comply with the instructions in the Offer Safety Alert.

### **QUESTIONS?**

For additional information, please go to <http://www.schneider-electric.us/gdss-safetyalert>. Please contact Schneider Electric Recovery Administration at 1-877-672-1953 with any questions and refer to PRB-207512.

**CONFIDENTIALITY POLICY:** Bulletins are not for public display, web posting, or dissemination to non-Nortek Global HVAC partners. Reps may post the bulletin ONLY behind a secure firewall that requires password access, and where the folder cannot be crawled by web search engines.



**DATE:** May 25,2018  
**TO:** End Users and/or Contractors with General Duty 30/60A, 120/240V, NEMA 3R Safety Switch  
**SUBJECT:** PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R

 **OFFER SAFETY ALERT**

**WARNING OF POTENTIAL UNSAFE CONDITION**

**Deliver Immediately to Responsible Person**

This notice is being sent in conjunction with the United States Consumer Product Safety Commission.

Schneider Electric has identified a potential nonconformance with certain Square D Brand General Duty, 120/240 volt, 30 and 60 amperes, safety switches manufactured from January 1, 2014- January 18th, 2018 (date codes 1401 – 1803), built to UL 98 standard. This issue was discovered during analysis of a returned device.

The safety switch can potentially remain energized when the handle is in the "OFF" position. This poses a potential risk of an electric shock or electrocution hazard to consumers. Should a safety switch have this nonconformity, a potential for **PERSONAL INJURY AND PROPERTY DAMAGE** may exist. We are committed to offer you the highest level of reliability in products you purchase from Schneider Electric; hence the decision was made to offer field inspection procedures or replace if nonconformed products are found.

Products (Catalog Numbers and date codes) affected by this Offer Safety Alert are identified in Exhibit A and must be inspected per field inspection found in Exhibit C. If nonconformance's are found, product should be returned immediately.

For the products which are installed, we request that you either:

- a) Make arrangements to inspect following inspection procedures (Exhibit C)
- b) Notify your customers directly of this issue or;
- c) Provide us with a list of your customers (Company names with complete addresses, phone number and PO, if available)) who may have purchased these products. Schneider Electric will notify your customers directly upon receipt of your "sold to" list.

If the safety switch has been operated previously and the load has been verified to be deenergized, please complete the form located at [www.schneider-electric.us/gdss-inspectionform](http://www.schneider-electric.us/gdss-inspectionform). No additional action is required.

The non-conformance does not immediately impact the performance, but could limit the ability to use the safety switch to deenergize downstream loads and/or equipment, the inspection can be scheduled to minimize impact to the customer and the customer's operation.

We regret any inconvenience this may cause you. For additional information, please go to [www.schneider-electric.us/gdss-safetyalert](http://www.schneider-electric.us/gdss-safetyalert). Please contact Schneider Electric Recovery Administration at 1-877-672-1953 for questions. Please refer to PRB-207512 when calling.

Sincerely,

Schneider Electric Recovery Administration

Enclosures: Exhibit A,B,C, and D (For additional information and action needed)



**Exhibit A (page 1 of 2): Identification of Catalog and Date Code**

**REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R**

**Danger: Hazard of Electric Shock, Explosion, or Arc Flash.**

**Failure to follow these instructions will result in death or serious injury.**

- Apply appropriate personal protective equipment (PPE) & follow safe electrical work practices. See NFPA 70E.
- This equipment must only be installed and serviced by qualified electrical personnel.
- Turn off all power supplying this equipment before working on or inside equipment.
- Always use a properly rated voltage sensing device to confirm power is off.

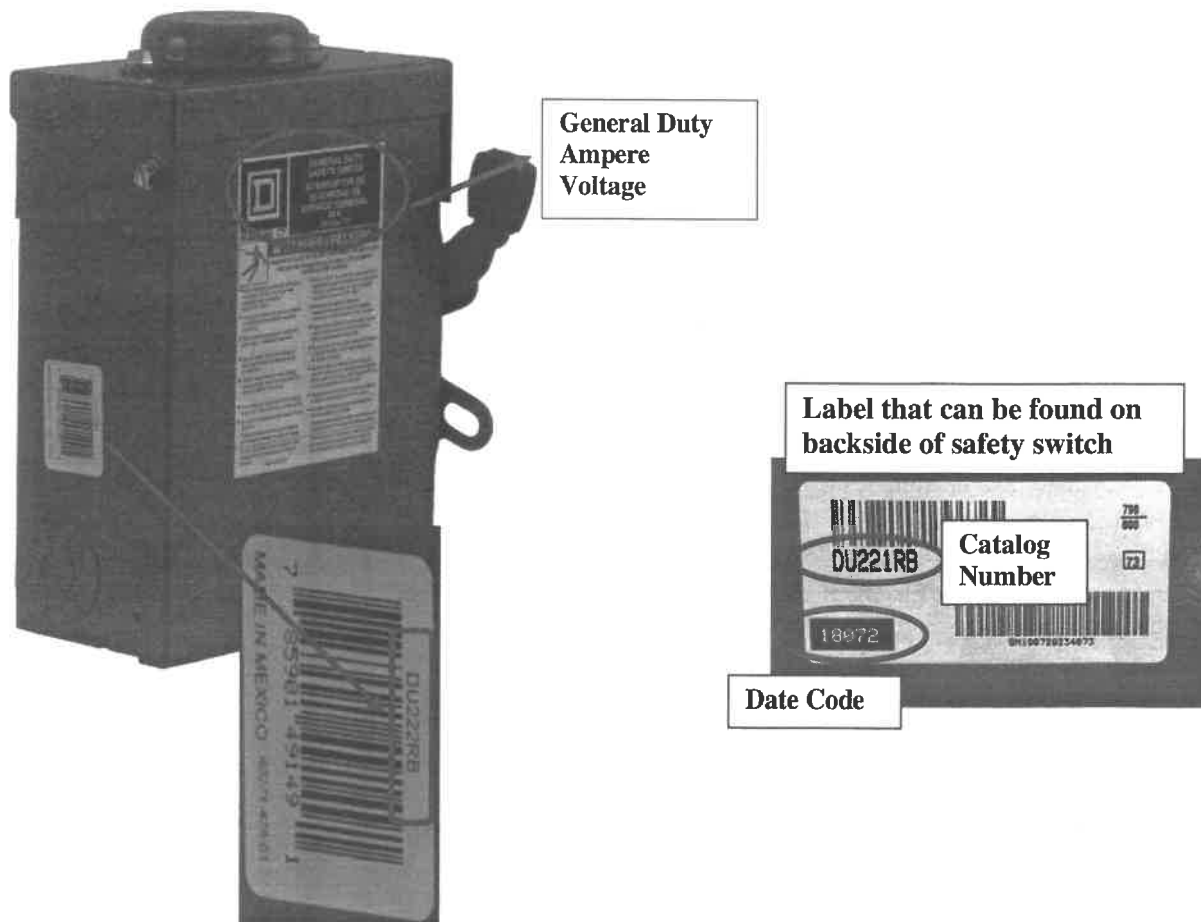
**Verify Safety Switch is affected by Subject Offer Safety Alert:**

Verify if the safety switch is an affected catalog number (Table 1) and was manufactured during the affected date code range manufactured from January 1, 2014 through January 18, 2018 (date codes 1401 – 1803 inclusive).

Table 1: Affect Catalog Number

<b>DU222RB</b>	<b>DU322RBUP</b>	<b>D221NRBUP</b>	<b>DU221RBUP</b>
<b>DU222RBUP</b>	<b>D211NRB</b>	<b>D321NRB</b>	<b>CD321NRB</b>
<b>DU321RB</b>	<b>D211NRBCP</b>	<b>D321NRBCP</b>	<b>DU321RBCP</b>
<b>DU321RBUP</b>	<b>D221NRB</b>	<b>D321NRBUP</b>	<b>DU322RBCP</b>
<b>DU322RB</b>	<b>D221NRBCP</b>	<b>DU221RB</b>	

The ampere and voltage are located on the front of the safety switch. The catalog number can be found on the side label of the safety switch. The date code and catalog number can be found on the back of the safety switch. (See illustration below).





### Exhibit C (page 3 of 4): Field Inspection Procedures

REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R

#### Safety Switch: Installed, but not energized Inspection Procedure:

1. Verify safety switch is a General Duty, 120/240V or 240V, 30 or 60A by viewing front label (See Figure 5) and/or confirming catalog number on the side label of the safety switch (See Figure 6). Date code confirmation not required if installed.

Figure 5

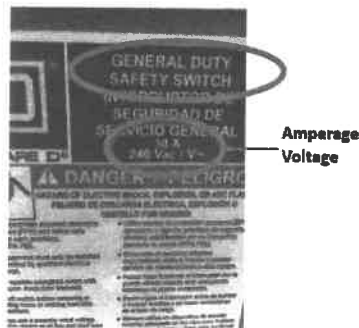


Figure 6



2. Once confirmed safety switch is not energized, open safety switch cover.
3. Ensure handle is in the 'ON' position and blades closed (Figure 2)
4. Cycle handle to 'OFF' position and confirm blades are 'OPEN.' (Figure 3)
  - a. If blades are in the 'OPEN' position, no further action required.
  - b. If blades stay in 'CLOSED' position (Figure 4), uninstall safety switch. Return safety switch to Schneider Electric for replacement.
5. Complete return information form: [www.schneider-electric.us/gdss-inspectionform](http://www.schneider-electric.us/gdss-inspectionform).

#### Safety Switch: Installed, and energized Inspection Procedure:

1. Verify safety switch is a General Duty, 120/240V or 240V, 30 or 60A by viewing front label (See Figure 5) and/or confirming catalog number on the side label of the safety switch (See Figure 6). Date code confirmation not required if installed.
2. If the safety switch has been operated previously and the load has been verified to be deenergized, no additional action is required. Complete return information form: [www.schneider-electric.us/gdss-inspectionform](http://www.schneider-electric.us/gdss-inspectionform).
3. If the safety switch is not providing critical power and can be safely shut off without damaging equipment, and/or causing injuries; cycle the switch to 'OFF' position. Verify if downstream loads are deenergized.
  - a. If downstream device(s) are deenergized, cycle the safety switch back to 'ON' position. No further action is required.
  - b. If downstream device(s) are still energized, contact Schneider Electric Recovery Administration at 1-877-672-1953 and complete return information form: [www.schneider-electric.us/gdss-safetyform.com](http://www.schneider-electric.us/gdss-safetyform.com) The safety switch can temporarily remain in use; however, it cannot be used to deenergized a load or shut down equipment.
    - i. Mark the safety switch (outside near handle) with a red tag or card containing the following information, "Danger – This safety switch does not open and disconnect power. Schneider Electric has been contacted and replacement is scheduled."
    - ii. The safety switch will be required to be taken out of service and replaced.



**Exhibit C (page 4 of 4): Field Inspection Procedures**

**Attachment 1 – Recovery Form for “General Duty 30 & 60A, 120/240V Safety Switch”**

This recovery form can be completed via the following link: [www.schneider-electric.us/gdss-inspectionform](http://www.schneider-electric.us/gdss-inspectionform)

Results of Inspection					
Total Quantity Inspected	Quantity verified as operational	Quantity that was not operational	<i>Complete if non-operational unit was detected: Product has been marked per instruction and 1-888-778-2733 has been called for replacement (circle response)</i>		
			Yes	No	
Location of Equipment (please verify)					
Company Name or Building Owner					
Street Address					
City		Prov / State		Postal Code	
Contact Information					
Contact Name					
Title					
Company Name or Building Owner					
Phone		Email			

Next Steps:

**Please return this form:** via email to [Schneider-recovery.canada@schneider-electric.com](mailto:Schneider-recovery.canada@schneider-electric.com)

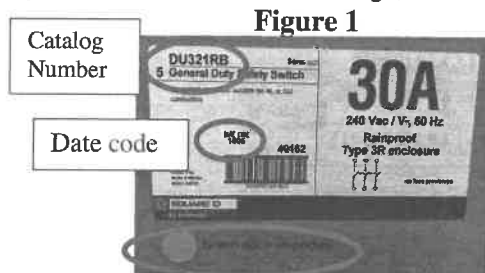


**Exhibit C (page 2 of 4): Field Inspection Procedures**

**REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R**

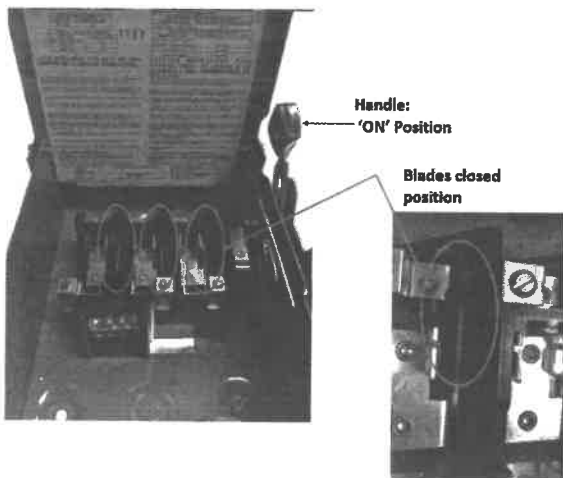
**Safety Switch: Not Installed Inspection Procedure:**

1. If safety switch has a green dot near packaging label it has previously been inspected. No further action required. See Figure 1
2. If safety switch is still packaged, locate the catalog number and date code. See Figure 1
3. If safety switch is included in affected catalog numbers (Table 1) and date code is within 1401 – 1803, complete return information form: [www.schneider-electric.us/gdss-inspectionform](http://www.schneider-electric.us/gdss-inspectionform).
  - a. If safety switch is outside date code range, or not affected catalog numbers no further action is required.

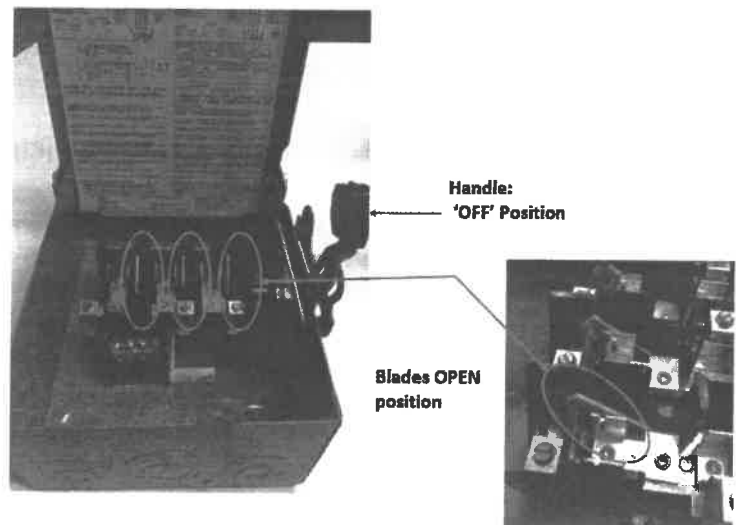


4. Remove safety switch from original manufacture package. Open safety switch cover
5. Ensure handle is in the 'ON' position and blades closed. See Figure 2.

**Figure 2**

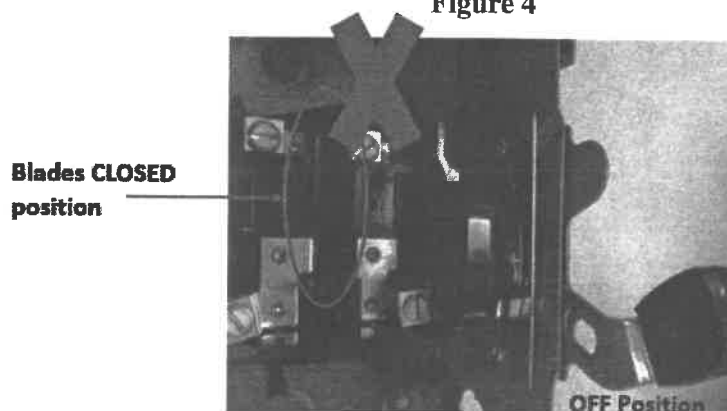


**Figure 3**



6. Cycle handle to 'OFF' position and confirm blades are 'OPEN.' See Figure 3. No further action is required.
  - a. If blades stay in 'CLOSED' position (See figure 4) do not put into service. Return safety switch to Schneider Electric for replacement.

**Figure 4**






**Exhibit C (page 1 of 4): Field Inspection Procedures**


**REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R**

Inspection procedure regarding the following catalog numbers manufactured within date codes 1401 – 1803 (January 1, 2014 – January 18, 2018). The safety switch can potentially remain energized when the handle is in the "OFF" position. This poses a potential risk of an **Electric shock or Electrocution hazard** to customers. Refer to Table 1: Impacted Catalog Numbers for impacted references.

**Table1: Impacted Catalog Numbers**

DU222RB	DU322RBUP	D221NRBUP	DU221RBUP
DU222RBUP	D211NRB	D321NRB	CD321NRB
DU321RB	D211NRBCP	D321NRBCP	DU321RBCP
DU321RBUP	D221NRB	D321NRBUP	DU322RBCP
DU322RB	D221NRBCP	DU221RB	

 **DANGER**



**HAZARD OF ELECTRIC SHOCK, EXPLOSION, OR ARC FLASH**

Do not turn handle of switch to be inspected on or off unless all steps of this procedure are followed.

Failure to follow these instructions will result in death or serious injury.

1. Apply appropriate personal protective equipment (PPE) and follow safe electrical work practices. See NFPA 70E.
2. Never operate energized switch with door open. Keep door fastened.
3. Always use properly rated voltage sensing device at all line and load fuse clips to confirm switch is off
4. Always verify that a device is de-energized before working on it. This must be done with a properly rated voltage sensing device as stated above. This step would detect a safety switch that is nonconforming.

**Failure to follow these instructions during inspection will result in death or serious injury.**



**Exhibit D (page 1 of 1): User Identification Form**

**REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R**

Please complete this form and email: [Schneider-Recovery.Canada@Schneider-Electric.com](mailto:Schneider-Recovery.Canada@Schneider-Electric.com)

**Your name, company name and address: NORTEK GLOBAL HVAC, 150 MCKINLEY AVENUE, MERCER, PA, 16137-1326, Attn: Operations Mngr/Electrician**

**Order information supplied by: Graybar Electric**

Qty	Ship Date	Part Number	Customer PO
94		DU322RB	
186		DU321RB	

Questions about this notice or request these details electronically: Recovery Administration Team at 1-877-672-1953, refer to PRB-207512

- Please check one box:**
- I will notify our customers of this safety notice
  - Please notify our customers of this safety notice
  - Does not affect me; take me off the mailing list

If you choose to have Schneider Electric notify your customers, please provide the below information per customer. Data can be email via spreadsheet (Excel), Word, or any other electronic form. (Attach additional sheets as needed.)

Company Name		Company Name	
Contact/Phone #		Contact/Phone #	
Street		Street	
City		City	
State & Zip		State & Zip	
Email	Cust PO#	Email	Cust PO#







**Exhibit B (page 1 of 1): Recommended Actions for Contractor or End User**

**REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R**

**Recommended Action for Contractors no longer involved with installed site:**

1. Please fill out the User Identification Form found in Exhibit D and email [Schneider-recovery.canada@schneider-electric.com](mailto:Schneider-recovery.canada@schneider-electric.com). Schneider Electric will then take this information and contact the end user directly. Please submit information to [www.schneider-electric.us/gdss-safetyalert](http://www.schneider-electric.us/gdss-safetyalert).

**Recommended Action for Contractor or End User:**

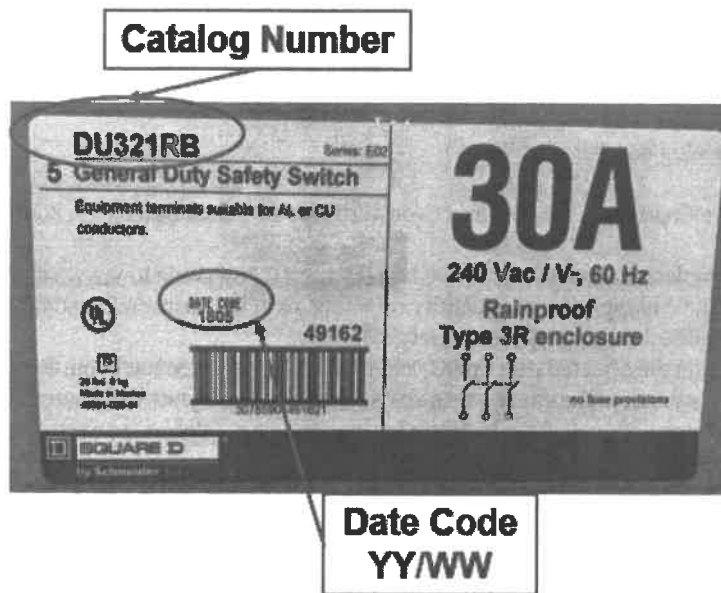
1. Verify if installed products are part of affected catalog number (Exhibit A)
2. Follow the inspection guidelines in Exhibit C
  - a. If the safety switch has been operated previously and the load has been verified to be deenergized, no additional action is required.
3. For each safety switch that is inspected, please complete the Inspection Procedure (Exhibit C) by going to [www.schneider-electric.us/gdss-inspectionform](http://www.schneider-electric.us/gdss-inspectionform). Please indicate the catalog number, quantity of safety switches inspected, and customer information. This inspection form should be completed for all inspected safety switches.
4. For each safety switch that is determined to be within the affected date codes, and is to be replaced, contact your Schneider Electric distributor and order replacement safety switches. Return the original safety switch to your distributor. Please note: Only your local Schneider Electric Distributor can initiate a Return Materials Authorization (RMA) to exchange your device for credit.



**Exhibit A (page 2 of 2): Identification of Catalog and Date Code**

**REFERENCE: PRB-207512 Square D Brand General Duty Safety Switch 30/60A, 120/240Vac, NEMA 3R**

Location of Catalog Number and Date Code on Packaging /Carton Label. (See illustration below).



**How to read Date Code:**

The Square D Brand General Duty Safety Switch Date Code contains production date with the year and week: YYWW.

Example: 1803 = Year 2018 and week of year 3.

Please go to [www.schneider-electric.us/gdss-safetyalert](http://www.schneider-electric.us/gdss-safetyalert) or contact Schneider Electric Recovery Administration at 1-877-672-1953 for questions.