

DATE: June 16, 2022

SUBJECT: QO™ Plug-On Neutral Load Center

Ref.: PRB-236759

▲ RECALL SAFETY NOTICE
NOTICE OF POTENTIAL UNSAFE CONDITION

QO™ Plug-On Neutral Load Center also known as Load Centers, Breaker Boxes, Electric Panels

Dear Valued Customer,

Schneider Electric is committed to delivering high quality products to our customers. As part of our ongoing quality monitoring process, a potential issue was detected that may affect specific QO Plug-On Neutral Load Centers manufactured between February 1, 2020 and January 12, 2022 at Schneider Electric Plant 15.

The issue detected is a loose neutral screw connection within the QO Plug-On Neutral Load Center. If that connection is loose, the affected load center can overheat, posing thermal burn and fire hazards. There is a potential for **PROPERTY DAMAGE AND PERSONAL INJURY** as a result.



Indoor Load Center



Outdoor Load Center

The load center may have been purchased at an authorized Schneider Electric distributor, home improvement and hardware store, or provided by a home builder or electrical contractor.

Free inspection and repair for recalled product shall be provided.

Schneider Electric be reached via its toll free customer care line. For more information contact Schneider Electric Customer Care.

- By phone at 1-888-778-2733; option 2,1,4 from 8AM-5PM EST
- Chat <https://www.se.com/us/en/work/support/customer-care/contact-schneider-electric.jsp>
- Visit: <https://se.com/us/qoloadcenter-safetyrecallnotice>

While the inconvenience is regrettable, safety remains the highest priority of Schneider Electric. For this reason, thank you for your prompt assistance in this matter.