

DATE: June 30, 2021

TO: Whom it may concern

FROM: Schneider Electric Offer Management

SUBJECT: The Redesigned NQ SurgeLoc™ Surge Protection Device High Pitch Sound

Dear Valued Customer,

The **SurgeLogic™ NQ SurgeLoc™ Surge Protection Device** was redesigned as part of a replace and recover safety alert which was issued October 28, 2020. The new design has been shipping since early March 2021, incorporating updated technology inside the device, while maintaining the form, fit, and ratings of the prior version.

Schneider Electric is committed to delivering high quality products to our customers. With the redesign there were changes to the architecture which included removal of material which dampened a high pitch sound coming from a component feeding the monitoring board during normal operation. This high pitch sound may be heard at some installations and may present as changing tone or volume. To date this has been reported infrequently for the units installed. Proximity to other equipment and ambient noise impact the perception of this high pitch sound. This sound might happen during normal operation and the product is operating as designed and intended.

We sincerely apologize for any inconvenience caused and we thank you for your business and continued trust.

Yours Faithfully,

A handwritten signature in purple ink that reads "Eric Marshall".

Eric Marshall

Offer Manager, Surge Protective Devices