

DATE: July 4th 2024

PRODUCT SAFETY NOTICE
NOTICE OF POTENTIAL UNSAFE CONDITION

If you are not the right contact to receive and treat this important notice, please deliver to the Responsible Person in Your Organization. This Notice is intended to cover and apply to all of the products defined below that you have acquired and/or that may be in use at any facility, by or under the control of Your Organization.

SUBJECT: Potential Safety issue with MVS25 in Prisma TT 2500A

Dear valued customer,

As part of Schneider Electric's ongoing quality monitoring process, we have recently discovered a non conformity of incomer connection's bill of material which extended over a period between February 2020 and April 2023.

This issue may affect the thermal behavior of the switchboard under certain conditions. Should this condition occur, a potential for **BODILY INJURY AND/OR PROPERTY DAMAGE** may exist. Hence Schneider Electric has decided to carry out a full investigation and remedial action.

Immediate necessary containment and corrective actions have already been implemented internally.

The purpose of this notice is to inform you of the risks you are potentially exposed to and about the decision taken by Schneider Electric to process the affected switchboards' installed base.

We regret any inconvenience this may cause. Thank you for your understanding and assistance, if you need to discuss this further, please contact your Schneider Electric local contact

Yours faithfully,
Customer Satisfaction & Quality