

 **PRODUCT SAFETY NOTICE**
NOTICE OF POTENTIAL UNSAFE CONDITION

Deliver to Responsible Person in Your Organization. This Notice is intended to cover and apply to all of the products defined below that may be in use at any facility by or under the control of your organization.

SUBJECT: PRB-241955 - PRODUCT SAFETY NOTIFICATION FOR CSB BATTERIES USED IN SYMMETRA PX UPS SYSTEMS

Dear valued partner,

According to our records, your company has purchased SYBTU2-PLP or SYBTU2-PLPLL Batteries utilized in the Symmetra PX UPS Systems.

As part of our ongoing quality monitoring process, we have recently discovered an occurrence in batteries in specific UPS systems made between January 2021 and July 2023. This may affect the battery performance and, in a very low number of cases, result in localized overheating. Based on our quality records, the current failure rate, where the risk for localized overheating was observed, is seven parts per million.

While the failure rate observed is very low, Schneider Electric is committed to the quality of its products in the market and hence has decided to proactively notify its clients and to take appropriate steps to remediate.

The results of analysis performed by Schneider Electric show that an internal battery nonconformance may lead to localized overheating of the battery module assembly and adjacent components. In cases where overheating occurs, there may be smoke, soot and thermal damage **so that the potential for PROPERTY DAMAGE and BODILY INJURY exists.**

Immediate necessary corrective actions have already been implemented at our manufacturing plants and stocks.

The purpose of this letter is to inform you about the decision taken by Schneider Electric to proceed with **inspection and possible replacement of the battery cartridge in the potentially affected products**

We kindly request your co-operation:

- **To check your inventory and return to Schneider-Electric DC MEA FZCO all battery cartridges affected by this product safety notice as described below.**
- **To identify partners / customers who may have purchased the affected products and notify those customers as described below.**

This Product Safety Notice applies only to those products identified on the enclosed Product Identification table. Products not listed are not affected by this notice.

RECOMMENDED ACTION for products in your inventory:

Using Exhibit 1, PRODUCT IDENTIFICATION, determine if you have any products affected by this Product Safety Notice. Affected SYBTU2-PLP and SYBUT2-PLPLL battery modules should be returned immediately using the following procedure:

Contact your local Schneider Electric sales office to obtain a Return Material Authorization (RMA) number. Be prepared to provide the serial numbers of the product(s) you have in stock to verify they are products affected by this notification. Reference this Product Safety Notice when contacting Schneider Electric (PRB-241955).

1. Fax or mail your list to the address below.
2. Or electronically e-mail the completed list

To:
Fincy Felix (Sr. Proj. Manager)
Schneider Electric DC MEA FZCO
Jebel Ali Free Zone, 263076, Dubai
United Arab Emirates

Or Fax: +971 4 709 9101 Or esupport.middleeast@schneider-electric.com

RECOMMENDED ACTION for products sold and in operation:

Identify partners/customers who may have purchased the affected product(s) but were not yet notified / sent the Product Safety Notice.

Notify your customers by mailing a copy of the enclosed “Installers and Users” Product Safety Notice directly to your customer(s). If you mail the notification letter directly to your customer(s), please complete the “CUSTOMER/DISTRIBUTOR PRODUCT INFORMATION FORM” (see Exhibit 2) and mail or fax the completed form to the address shown above.

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,

Secure Power Customer Satisfaction & Quality

Enclosure: EXHIBIT 1: “Product Identification Table”

EXHIBIT 2: “Product Safety Notice – Acknowledgement Sheet”

“Product Safety Notice - “Installers and Users” notification letter

EXHIBIT 1:

The affected batteries correspond to these four criteria:

- 1) SYBTU2-PLP or SYBTU2-PLPLL battery Module
- 2) Date Code Range of xx2101 to xx2328.
- 3) Type "C69" label on the top left corner.
- 4) No Green, Blue, or Yellow Dot is on the battery.

Product Identification Label:



Serial Number: xx2231xxxxxx, 22 = manufacturing year, 31 = manufacturing week.

| UPS Model | Battery Module Part Number | Affected Start Date | Affected End Date |
|-------------|----------------------------|---------------------|-------------------|
| Symmetra PX | SYBTU2-PLP | xx2101xxxxxx | xx2328xxxxxx |
| Symmetra PX | SYBTU2-PLPLL | xx2101xxxxxx | xx2328xxxxxx |

Note: SYBTU1-PLP batteries are not affected by this recall.

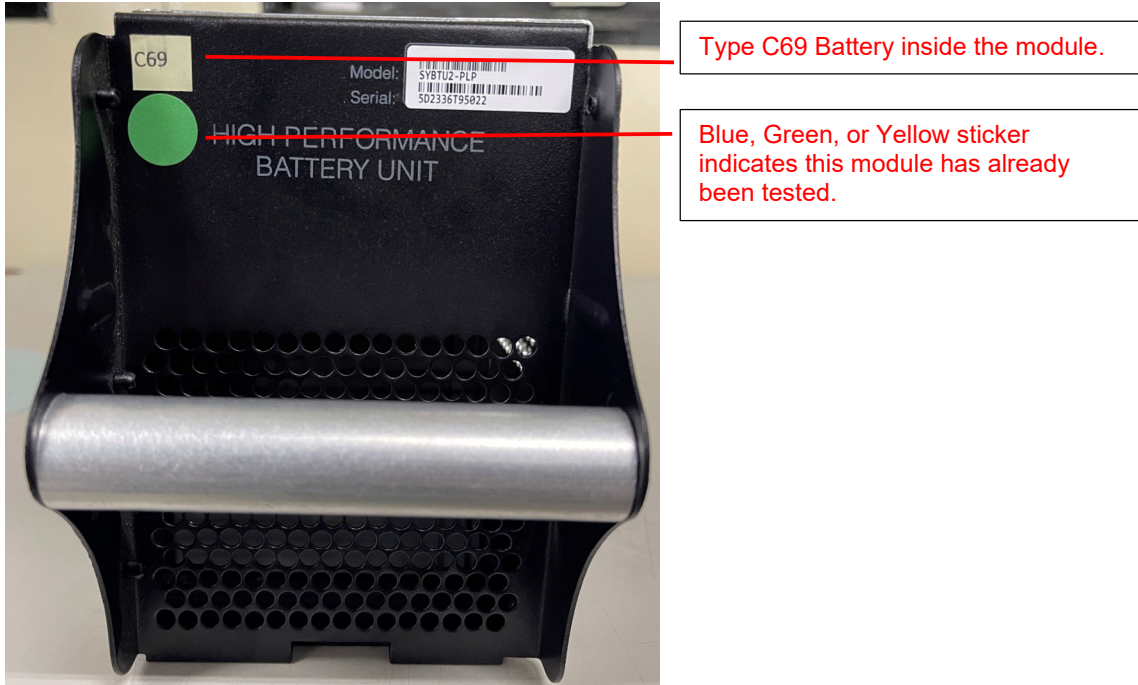


EXHIBIT 2:

Please fill in this form and Mail to:

esupport.middleeast@schneider-electric.com

Schneider Representative (s)

Fincy Felix (Sr. Proj. Manager)
Schneider Electric DC MEA FZCO
Jebel Ali Free Zone, 263076, Dubai
United Arab Emirates

Date:/...../.....

**Product Safety Notice PRB-241955
Acknowledgement sheet**

CUSTOMER INFORMATION SECTION:

- Please state your full name and title _____
- Please confirm your company name and address
Company _____
Address _____
City _____ State _____ Zip Code _____
- Please provide your: Phone number: () _____
Pager/mobile number: () _____
Email Address: _____

Please Tick the appropriate Boxes:

- I am an end user of the impacted product: I have received the Safety Notice and have understood the potential safety risk. I will perform the necessary actions requested in this letter
- I am not the end user of the impacted product: I have received the Safety Notice and have understood the potential safety risk for my customers. I will notify customers to whom I have sold the impacted products and follow-up with them the performance of the necessary actions requested in this letter
- This does NOT impact me, please remove me from your mailing list

In case you need support from Schneider Electric, to identify potentially impacted products and/or inform your Customers, please contact with your Schneider representative.

If you are an end User, please provide the following INFORMATION:

- I have identified impacted products
- Quantity of product impacted identified:
- Full location information:



Company name _____

Affected site* _____

Address _____

City _____ State _____ Zip Code _____

*If multiple sites, please indicate in additional comments below

Signature _____ Date _____

Full Name _____

Title _____

Additional Comments:

