



This recall is only for Blue Push Button AFI, QO, and HOM breakers in a Specific date range from March 2004 to the beginning of October 2004 (see attached brochure for complete details). If the push buttons are of a different color this recall does not apply.

Date Code is indicated by a RED 2 letter stamp located on the Sticker "made in Mexico" (White) at the bottom of the breaker where the Black Circuit wire is connected to the breaker. If the breaker is part of the recall then the white sticker will have one of the following codes: **CN, DN, EN, FN, GN, HN, JN,** (If code is not legible – we will assume it is affected and it should be replaced). If it is another combination of letters, then the breaker is not under recall.

Distributors are asked to Follow the standard procedures for returning product, i.e. contact your Customer Service Representative at 888-SquareD (888- 778-2733) to arrange for a return authorization. Box stores can also contact this number if their current management is not aware of the recall since there is a high turnover in retail management.

Homeowners:

If your home has affected breakers your next step is to contact an electrician that is familiar with the square D Recall.

The electrician should not charge you for material as he can take the affected breakers, or any breaker that has a Blue Push Button and you cannot read the Letter Code, to a SQD / Schneider Electric distributor or Box Store. They will swap the breakers, so there is no cost to you for the new breaker. The distributor/Box store can return the affected breakers to square D /Schneider Electric for credit. **The electrician should only charge you for his labor. Before hiring an electrician be sure that they confirm to you that they will only invoice you for labor.**

For reimbursement Please Submit the Following:

- Completed Attachment 2 above (located in AFI Breaker- Homeowner information file) Be sure to include your name, phone number, and email address
- Copy of electrician's invoice showing contractor was paid for **Labor Only** to inspect and change out the breakers if necessary. **Note:** If the breakers do not need changed then we will still pay for the labor inspect.
- W9 form – you can paste this link into your browser and get a blank copy of the W9 form to complete: <https://www.irs.gov/pub/irs-pdf/fw9.pdf>

Send Requested Information to:

Schneider Electric Product Service Group
8848 Red Oak Boulevard (Suite A)
Charlotte, NC 28217
Attn: Penny Torres
Or you can scan and email to penny.torres@se.com

Should you have further questions please contact Product Support Services at 1-800-634-8730 or via email at penny.torres@se.com



ATTACHMENT 2

RECOMMENDED ACTION

QO, QOB, and HOM AFI Circuit Breakers

Fill out the form below and return along with the electrician's labor invoice and your W9 form. Questions regarding the return and replacement of affected products should be directed to Product Support Services at 1-800-634-8730.

Homeowner Name: _____ Phone: _____

Mailing Address: _____ City: _____

State: _____ Zip: _____ Home Builder: _____

Name of Electrical Contracting Company: _____

Name of Person Reporting: _____

Authorized Square D distributor
where AFI Circuit Breakers will be returned: _____

AFI Circuit Breaker Catalog Number	Quantity of AFI Circuit Breakers Replaced