

Breaker Box Recall – Schneider Electric (Square D)

Schneider Electric (Square D) recently issued a product recall safety notice regarding certain load centers (also known as breaker boxes and/or electrical panels). The affected products include QO Plug-On Neutral Load Centers manufactured between February 1, 2020 and January 12, 2022 at Schneider Electric Plant 15. More specific information regarding the recall can be found on Schneider Electric's website at <https://www.se.com/us/en/work/products/local/safety-notices/2022/go-pon-loadcenters/>. You can contact the electrician who installed the load center in your home to schedule a free inspection and repair for the recalled product as follows (please review the contact information provided with your warranty documentation to determine which electrician worked on your home):

1. Fox Electric – please call (817) 461-2571 and specifically reference the Schneider recall;
2. C&B Electric – please email recall@cbelectric.com; and
3. HomePro Electrical Service – (972) 245-5777 ext. 346.

You can determine which electrician worked on your home by checking the sticker on your breaker box, referring to the warranty documentation provided to you at the time of closing, or by contacting your Bloomfield service manager.

If you prefer to communicate directly with the manufacturer, Schneider Electric can be reached as noted in the product recall safety notice on the following page.

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.