

**DATE:** October 3, 2013

**TO:** APC™ by Schneider Electric™ Customers

**SUBJECT:** SurgeArrest™ Surge Protection Devices Manufactured before 2003

# **PRODUCT SAFETY NOTICE**

## NOTICE OF POTENTIAL UNSAFE CONDITION

Dear Valued Customer,

This notice is sent to you in accordance with the requirements of the Consumer Product Safety Act.

Schneider Electric has concluded that a potential safety hazard exists with SurgeArrest products (Personal, Professional, Performance and Network Models) made before 2003 and sold in North America only. Under infrequent, abnormal building wiring and electrical conditions, these products have the potential to overheat, smoke, and melt, thereby posing a fire hazard. This hazard has been reported in a small percentage (<0.01%) of the units sold and included reports of property damage, mostly involving damaged nylon carpeting.

Our records indicated that your company bought and/or distributed some of the affected products.

**Here is what you need to do:**

1. Post the notice in Attachment A in your retail outlets where it will be visible by your customers
2. Send notice in Attachment A to known customers of affected products. Schneider Electric can assist with this process.
3. Contact your Schneider Electric Account Manager for information and support on this matter.

Protecting the safety of our customers is our highest priority and so we have initiated a voluntary recall of certain cord connected SurgeArrest models made before 2003. We apologize for any inconvenience and appreciate your participation in the recall.

Sincerely,




Schneider Electric Management

## APC by Schneider Electric Recalls Surge Protection Devices

**Product Name:** SurgeArrest Products (Personal, Professional, Performance and Network Models) Manufactured before 2003

**Hazard:** Under infrequent, abnormal building wiring and electrical conditions, the surge products can overheat, smoke, and melt, thereby posing a fire hazard.

**How to determine a recalled product:**

<p><b>Step # 1</b></p> <p>Identify SurgeArrest products in your home or office</p>	 <p style="text-align: center;">7 Series SurgeArrest</p>	 <p style="text-align: center;">8 Series SurgeArrest</p>
<p><b>Step #2</b></p> <p>Locate label on bottom of unit to identify model number and serial number</p>	<div style="text-align: center;">  <p>Model Number <b>NET7</b></p> <p>Serial Number <b>AS0249121637</b></p> </div>	
<p><b>Step # 3</b></p> <p>Determined if Model # matches one of the Recall Model Numbers</p>	<p style="text-align: center;"><b>7 Series</b></p> <p style="text-align: center;">NET7 NET7T NET7T-C PER7 PER7C PER7T PER7T-CO PER7T-U PER7TX137 PER7-U PER7X148 PRF7 PRF7T PRO7 PRO7C PRO7T PRO7TX183</p>	<p style="text-align: center;"><b>8 Series</b></p> <p style="text-align: center;">NET8 NET8N PER8T PER8TR PER8TR-CN PER8TVR PER8XTV PRF8T2 PRF8TT PRO8 PRO8T2 PRO8T2C PRO8T2MP12 PRO8T2MP12B PRO8TV</p>
<p><b>Step # 4</b></p> <p>Determine if the serial # indicates unit was manufactured before 2003</p>	<p>The two numbers that follow the first letter(s) in the serial number sequence indicate year of manufacture.</p> <p>The unit is included in the recall if the numbers are 93, 94, 95, 96, 97, 98, 99, 00, 01, or 02</p>	

**Consumers should stop using recalled products immediately.**

**For more information, and to make a claim for a free replacement product:** Go to [recall.apc.com](http://recall.apc.com), or toll-free at 888-437-4007 from 8:00 AM to 5:00 PM ET Mon-Fri.