

**DATE:** July 7, 2014  
**TO:** Newark Electronics  
**FROM:** Schneider Electric – Salt Lake City Plant  
**SUBJECT:** Product Safety Notice (Catalog # SDSA3650 and SDSA3650D)



## **PRODUCT SAFETY NOTICE**

NOTICE OF POTENTIAL UNSAFE CONDITION

DELIVER IMMEDIATELY TO RESPONSIBLE PERSON IN YOUR ORGANIZATION

Schneider Electric has discovered a potential issue in certain SDSA3650 and SDSA3650D surge protective devices which may cause an arc flash event within the device that may lead to a breach of the device's housing and emission of smoke and flame. Should this occur, the potential for **personal injury and property damage exists**. Corrective actions have already been implemented in our manufacturing facility to prevent this issue.

The manufacturing issue may have occurred between the 30<sup>th</sup> week of 2013 and the 24<sup>th</sup> week of 2014. The nature of the issue is such that the arc flash will occur when the device is initially powered up; therefore, any devices which have already been installed and powered up without incident are not affected.

We ask that you immediately inspect your inventory and return any SDSA3650 or SDSA3650D devices with a date code of 1330-1352 and 1400-1424 which have not been installed and powered up. **There is no need to return any devices which have already been powered up without incident.** The following page contains images which show where the catalog number and date code can be found on the carton, as well as a comprehensive list of date codes.

#### Required Action:

1. Check your inventory and segregate all SDSA3650 and SDSA3650D devices with date codes 1330-1352 and 1400-1424. **Do not return any devices which have been installed and powered up without incident.**
2. Call 888-778-2733 to receive an RMA for the return of the devices. Please reference case number PRB-108181 when calling.
3. Return the units to Schneider Electric. You will receive full credit for the returned device(s).
4. Order replacement product using your standard process.

We regret any inconvenience this may cause you and your customers. Should you have any questions about the returns process, please contact your local Schneider Electric sales office.

Chris Cioffi  
Quality Manager  
Schneider Electric – Salt Lake City

The images below show the location of the catalog number and date code on the product label circled in red. Please return product with the date codes 1330-1352 and 1400-1424.



The following date codes are affected. Please return only units that have not yet been installed and powered up. Do not return units which have been powered up.

1330	1346	1409
1331	1347	1410
1332	1348	1411
1333	1349	1412
1334	1350	1413
1335	1351	1414
1336	1352	1415
1337	1400	1416
1338	1401	1417
1339	1402	1418
1340	1403	1419
1341	1404	1420
1342	1405	1421
1343	1406	1422
1344	1407	1423
1345	1408	1424