

27 February 2014

Schneider Electric (Australia) Pty Ltd

ABN 42 004 969 304

33-37 Port Wakefield Road

Gepps Cross SA 5094

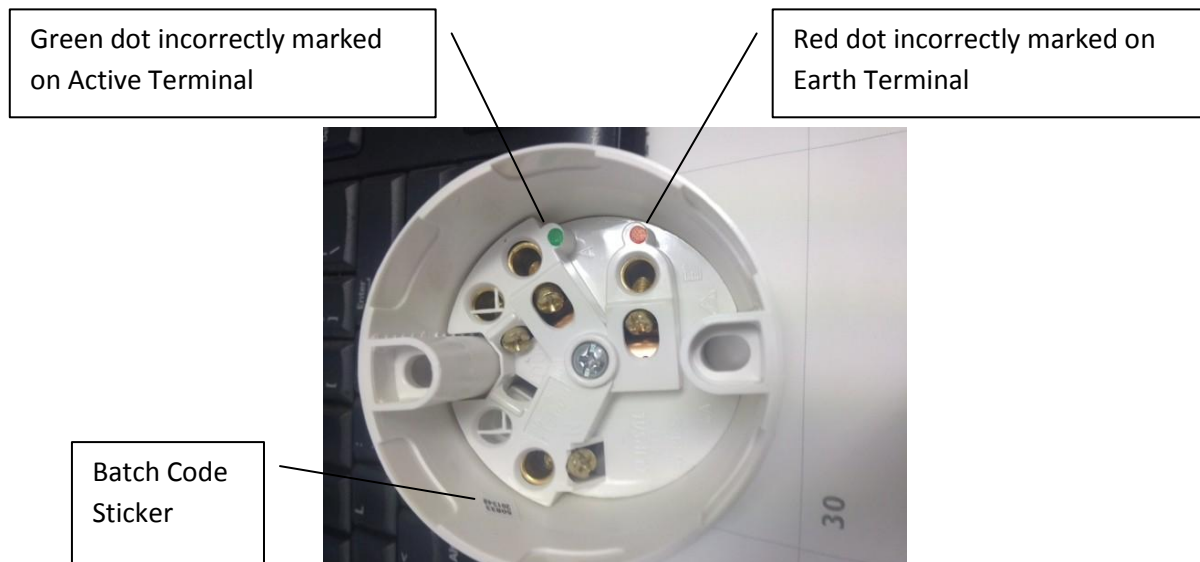
Customer Support: 1300 369 233

Attn: The Manager

Re: Clipsal 413 Surface Socket – batch code 201348

The Clipsal and Schneider Electric Partner Business voluntarily chooses to undertake a product recall, arising out of the incorrect printing of terminal identification colours on some units of 413 Surface Socket product, supplied to market between the dates of January 9, 2014 and February 21, 2014 (inclusive). This product was supplied under three affected part numbers during this time – 413,WE, MP413 (Middy's pack) and PR413 (P&R pack). Product purchased either before January 9 or after February 21 is NOT affected by this issue.

Product from a single batch is affected – batch code **201348**. Any product from another batch (with a different code) is not affected. The batch code can be identified as per below:



Only some wholesale branches received affected product. In order to work out if you are impacted, please contact either your local wholesaler or us to determine whether you may have received affected stock. If you did, then we seek your help in an attempt to locate, remove and replace these products.

The problem is most easily described via pictures, as per below.

Correctly Marked Product



Incorrectly Marked Product – subject to recall



What should you do?

We strongly recommend the following course of action to all electrical contractors who have purchased or been supplied product during the affected time:

1. Check your current stock, using the visual guide above, in order to satisfy yourself that you do not have affected product. This check should include all stock – both van and storeroom / warehouse.
2. Undertake a review of recent jobs done and assess all installations that might have used stock purchased or supplied in the relevant period, including risk assessments relating to installation and testing procedures, to determine whether physical inspection of product is necessary.
3. Where risks are identified, remain suspected or cannot be assessed, a physical inspection of product will be required in order to ensure removal of affected product.
4. We have created a webpage tool to help you self-assess recent work done in order to determine the right course of action. This tool will also help with the gathering of relevant data so that we can assess the success of this recall action. We ask that you provide your feedback in this template even if you are only confirming that you have safe sites and do not need to take further action.

Our aim is to remove affected product. We commit to working with you to ensure removal and replacement of affected product wherever it may be found. We seek your cooperation in gathering information on problem sites and affected product at any point in this process so that we can use this information to avoid safety risks and help improve our quality systems.

Further, we are disappointed to be in the situation where we have quality and safety issues that, in turn, create problems for our valued partners and their customers. We apologise for the inconvenience caused and thank you for your assistance in ensuring we deliver safe sites everywhere. We remain committed to safety and high standards in all that we do – as we are sure you expect of an iconic industry brand.

We have high volumes of product in stock that has already undergone a 100% visual inspection, so that we can assure you of continued supply. Additionally, please note that the PDL brand 51M/B is not in any way affected and we have high volumes of that product in stock.

We have launched a dedicated phone number and liaison team to assist where we can with information to make this process as straight-forward as possible. The contact phone number is **1300 733 907**. Alternately you can reach us via our website at clipsal.com/413recall.

Yours sincerely

The team at Clipsal and Schneider Electric Partner Business