



Electrical Bulletin – QO Panel Defect

June 22th, 2022

Re: Repair Update for Contractors

Following discussion with Schneider Electric, we would not define this defect as an immediate risk of arc-flash or explosion, but if left uncorrected could develop into a significant risk of fire. Although we do not believe the immediate shut down of panels or the evacuation of residences is necessary, the locating and repair of these panels should still be considered a priority.

For help identifying whether any of your panels are defective:

<https://www.se.com/us/en/work/products/local/safety-notices/2022/qo-pon-loadcenters/>

If you do find that your panel(s) fall within the identified range, please contact your distributor as they will be able to help you contact Schneider for the repair. Once you have notified Schneider of your defective panel(s) they will send you a corresponding number of stickers indicating those panels have been inspected and where necessary, the issue was repaired. Schneider has prepared an inspection and repair document which you can also obtain from your distributor.

Schneider has identified three different scenarios you may encounter when inspecting these loadcentres:

1. Torque settings are correct and the panel is found not to be defective
2. Identified screws are loose and need to be tightened to manufacturers torque specifications
3. Identified screws are cross threaded and panel needs more significant repair or replacement

A large percentage of panels may be found having the proper torque setting and not requiring adjustment. Even when this is the case, please attach the Schneider service sticker showing that the panel has undergone and passed your defect inspection. Any panels we find within this defective range will require this sticker in place before we approve the install.

Thank you,

Logan Collins

Chief Electrical Inspector

Community Services | Building Safety

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