

## **Warning - Important Safety Notice**

### **RECALL of Hager 10kA Miniature Circuit Breaker (MCB)**

Date: 5<sup>th</sup> October 2016

Dear Customer,

We are contacting you to inform you that during our internal quality control process a raw material non-conformity has been detected.

This raw material non-conformity could affect the correct functioning of the **Hager 10kA MCB with references as indicated in Appendix CPA** sold between **7<sup>th</sup> July 2016 and Today**.

**Based on our investigations, this non-conformity could lead to a potential MCB malfunction which could cause fire or electrical shock danger.**

**For this reason, on the basis of the Precautionary Principle and user safety, we have made the decision to recall the Hager 10kA MCBs concerned.**

To ensure maximum effectiveness of the operation and to prevent or, at least, minimise danger and risk to your customers and users, your full support and cooperation is absolutely essential.

With immediate effect upon receiving this letter, we kindly request that you:

- 1. Immediately stop the Installation of Hager 10kA MCBs with the references indicated in Appendix CPA purchased between 7<sup>th</sup> July 2016 and Today**
2. Identify any Distribution Boards where you have installed the references concerned.
3. Make an inventory of the number of MCBs you have installed for each reference concerned.
- 4. Without delay, replace any Hager 10kA MCB references concerned in Appendix CPA you may have installed. Also remove any of these references from your stock and either send them back directly to Hager or contact us and we will arrange a collection**
5. Document and report back your costs (travel, checking & replacing, time & material) with evidence using the report **Appendix CPB**. *All costs will be reimbursed in line with the Compensation Policy a copy of which is obtainable from the Recall Team.*

Please do not hesitate to contact us if you need any assistance regarding this recall. Our contact details are:- Telephone:- 01952 675553 Email:- [mcb@hager.co.uk](mailto:mcb@hager.co.uk)

We remind you that, in accordance with legal requirements, your full legal liability and responsibility could be involved if you fail to act promptly on the action points listed in this communication.

We thank you in anticipation for your support and cooperation and we apologise for the inconvenience this matter may cause to you and your customers.

Best Regards



Bruce Davies  
Managing Director

### Appendix CPA

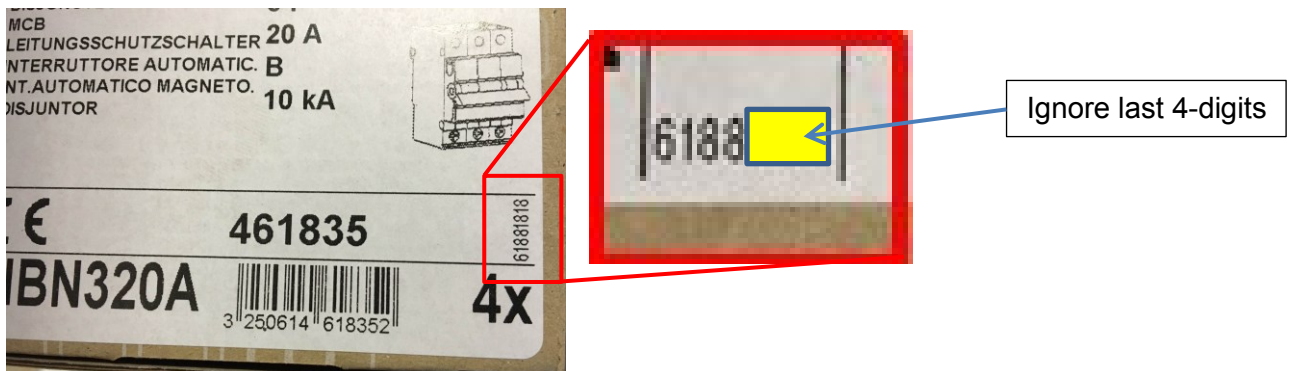
Check if **REFERENCE** of product is in list below

#### UK Market

NBN106A	NBN110A	NBN116A	NBN120A	NBN125A	NBN132A
NBN140A	NBN150A	NBN163A	NBN216A	NBN220A	NBN225A
NBN240A	NBN306A	NBN310A	NBN316A	NBN320A	NBN332A
NBN340A	NBN350A	NBN363A	NBN416A	NBN432A	NCN100A
NCN101A	NCN102A	NCN103A	NCN104A	NCN106A	NCN108A
NCN110A	NCN116A	NCN120A	NCN125A	NCN132A	NCN140A
NCN150A	NCN163A	NCN201A	NCN202A	NCN204A	NCN206A
NCN210A	NCN216A	NCN220A	NCN225A	NCN232A	NCN240A
NCN250A	NCN263A	NCN301A	NCN306A	NCN310A	NCN316A
NCN320A	NCN325A	NCN332A	NCN340A	NCN350A	NCN363A
NCN402A	NCN420A	NCN432A	NCN440A	NCN463A	NDN102A
NDN106A	NDN110A	NDN116A	NDN120A	NDN125A	NDN132A
NDN140A	NDN150A	NDN163A	NDN202A	NDN206A	NDN210A
NDN216A	NDN220A	NDN225A	NDN240A	NDN250A	NDN263A
NDN306A	NDN310A	NDN316A	NDN320A	NDN325A	NDN332A
NDN340A	NDN350A	NDN363A	NDN463A		
VA02SPD	HQ3_DB_LBM_G	HQ3_JK-2784_2015	HQ4_JK_2782_2015		

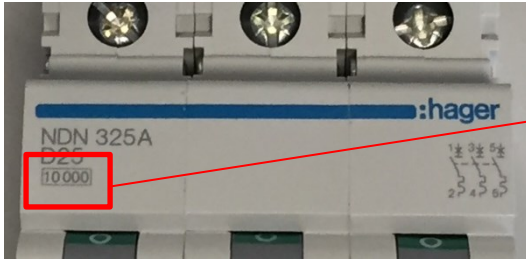
**Therefore, we ask you to:**

1. Check current stock for any identified products on the attached return form, **manufactured between 7th of July 2016 and 25th of September 2016**, and remove all non-conforming items from sale.
2. For products in the original carton the date code is identified as shown: The 8-digit code is Year/Day/time



Up to 6188	OK to use
6189 to 6269	Isolate and return to Hager
6270 onwards	OK to use

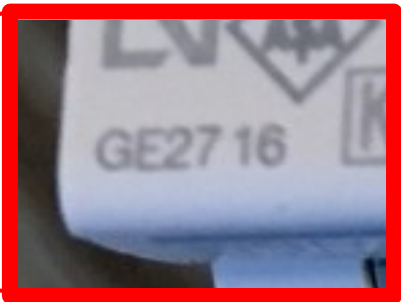
3. For product which is not in the original carton the 10kA rating can be identified as shown below. There is a date code on the MCB located on the top surface above the grey actuator. This relates to the week of manufacture as shown below:



10kA Rating



27 is the week of manufacture,  
 16 is the year



If the code is shown on the table below, then please return stock to Hager.

GE2716	GE2816	GE2916	GE3016	GE3116	GE3216
GE3316	GE3416	GE3516	GE3616	GE3716	GE3816



**APPENDIX CPB**  
**Inspection/exchange report**

Installer name :  
 Installer address :

Customer Name FULL Address	Inspected quantity	Exchanged quantity	Exchanged references	Material replacement cost (Invoice to be attached)	Travel & Labour cost	Total cost	Date and final customer signature

Total Cost

Installer signature :

Hager Ltd  
Hortonwood 50  
Telford  
Shropshire TF1 7FT

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