

## **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: - 01-8835844 Email: - [mcb@hager.ie](mailto:mcb@hager.ie)

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.



Scott Wright  
General Manager

