

CONSUMER FAQ GT Series Inverter Recall

Q. *Why is Schneider Electric conducting this field repair action?*

A. Customer safety and product quality are the top priorities of Schneider Electric. We are conducting a product recall in conjunction with the Consumer Product Safety Commission, the Canadian Standards Association and the Electrical Safety Authority of Ontario and voluntarily informing customers of this potential safety issue.

Q. *What is the problem with my inverter?*

A. There is a potential safety issue related to a component installed on the AC interconnect circuit board of the inverter. The component can degrade, causing out gassing within the wiring compartment of the inverter. Should arcing occur, gasses could build and force the compartment cover to be blown off. If the cover is blown off with sufficient force it can injure the user or person, or cause damage to property in close proximity to the inverter.

Q. *How can I tell if my inverter is affected by the field repair action?*

A. The affected products start with the following part numbers and were sold for installation in the USA, Canada, and Korea.

864-0002	864-0117	864-0128	864-0139	864-1006	864-1011	864-1019
864-0107	864-0118	864-0130	864-0140	864-1006-02	864-1012	864-1021
864-0108	864-0119	864-0131	864-1001	864-1007	864-1013	864-1022
864-0111	864-0124	864-0132	864-1001-02	864-1008	864-1014	864-1032
864-0112	864-0125	864-0133	864-1002	864-1009	864-1015	864-1032-02
864-0114	864-0126	864-0135	864-1004	864-1009-02	864-1016	
864-0116	864-0127	864-0136	864-1005	864-1010	864-1018	
X-864-0002	X-864-0117	X-864-0128	X-864-0139	X-864-1007	X-864-1014	X-864-1032
X-864-0107	X-864-0118	X-864-0130	X-864-0140	X-864-1008	X-864-1015	
X-864-0108	X-864-0119	X-864-0131	X-864-1001	X-864-1009	X-864-1016	
X-864-0111	X-864-0124	X-864-0132	X-864-1002	X-864-1010	X-864-1018	
X-864-0112	X-864-0125	X-864-0133	X-864-1004	X-864-1011	X-864-1019	
X-864-0114	X-864-0126	X-864-0135	X-864-1005	X-864-1012	X-864-1021	
X-864-0116	X-864-0127	X-864-0136	X-864-1006	X-864-1013	X-864-1022	

Q. *How can I take advantage of the field repair action?*

A. Inform your dealer to contact Schneider Electric at 1-800-714-7176 to obtain a free field-installable repair kit. Your dealer can make the repair at your residence and will be compensated by Schneider Electric. There is no cost to you for this action.

Q. *Is there a time limit for this field repair action?*

A. There is no time limit for this action. However we urge you to contact your dealer immediately to have the repair made.

Q. *I no longer have the receipt for the product. Can I still get the repair?*

A. Yes. Your product is still eligible for the repair without a receipt.

Q. *How long will it take my dealer to receive the repair kit?*

A. Schneider Electric will send a replacement kit via overnight courier to your dealer within 2 business days of notification, subject to availability.

Q. *What will the dealer do with the repair kit?*

A. The dealer will remove the component and install a small circuit board with a replacement component.

Q. *Will I be able to repair the product myself?*

A. No, a qualified electrician or solar photovoltaic system installer must perform the repair. We urge you not to attempt to repair the product yourself.