

NHS WALES Estates and Facilities Alert



Llywodraeth Cymru
Welsh Government

Date: 24 November 2016

Cathays Park, Cardiff
CF10 3NQ
Parc Cathays, Caerdydd
CF10 3NQ

Recall of Hager 10kA Miniature Circuit Breakers (MCBs)

**To: Chief Executives, LHBs
Chief Executives, NHS Trusts
NHS Wales Shared Services Partnership - Contractor Services**

A list of people who need to have early sight of this information is given in the Alert

The content of Estates and Facilities Alerts is agreed between staff representatives from the four NHS administrations and issued throughout the United Kingdom. The Alert is endorsed by the Welsh Government as being relevant to NHS Wales and is issued by:

Neil Davies, Director, Specialist Estates Services, NHS Wales Shared Services Partnership

For advice see details on the alert

Contact point in Wales:

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Alerts are available in full text at:

within NHS Wales: <http://howis.wales.nhs.uk/sites3/page.cfm?orgid=254&pid=64173>

outside NHS Wales: <http://www.wales.nhs.uk/sites3/page.cfm?orgid=254&pid=81844>

Estates and Facilities Alert

Reference: EFA/2016/005 Issued: 24 November 2016 Valid to: 24 November 2022



Recall of Hager 10kA Miniature Circuit Breakers (MCBs)

Summary

Hager have identified a material non conformity which could affect the correct functioning of their 10kA MCBs and have issued a product recall for specific references. These devices may have been installed on some healthcare sites, or may be held in stock, and the recall notice is being shared to achieve further penetration within healthcare estates

Action

Assess the implications of the information provided in the attached product recall notice for your organisation and if necessary implement all actions as requested by Hager.

Bring this notice and the supporting information to the attention of electrical contractors engaged on your sites for action as appropriate

Action by

- Estates Managers
- PFI Partners
- Capital Scheme Partners

Deadlines for action

Actions underway: 01 December 2016
Actions complete: 30 December 2016

Device details [optional]

See attached Hager Safety Notice and Appendix CPA

Problem / background

Hager are a manufacturer of miniature circuit breakers (MCBs) and their internal quality control process has detected a raw material non-conformity that could affect the correct functioning of the Hager 10kA MCB, specific references attached, sold between 7th July 2016 and 6th October 2016.

Based on Hager's investigations, this non-conformity could lead to a potential MCB malfunction which could cause a fire or electrical shock danger. For this reason, on the basis of the Precautionary Principle and user safety, Hager have made the decision to recall the Hager 10kA MCBs concerned.

Manufacturer contacts

Please do not hesitate to contact Hager if you need any assistance regarding this recall. Hager's dedicated team can be contacted on 01952 675553 or via the contact details on this webpage <http://www.hager.co.uk/forms>

Distribution

- Estates Managers
- Risk Managers
- Fire Officers
- Health & Safety
- PFI Partners
- Capital Scheme Partners
- Electrical Contractors presently contracted for work in your organisation

Annexes

1. Hager Safety Notice (Recall letter)
2. Appendix CPA
3. 10kA MCB Notification of Affected Devices – Form 1A
4. Installer recall policy - Installer cost coverage
5. Installer cost coverage – Form 3A

Enquiries

This alert has been compiled under a partnership arrangement by the organisations below and it has been distributed across the UK. Enquiries should be directed to the appropriate Regional Office quoting the alert reference number.

England

Enquires should quote reference number EFA/2016/005 and be addressed to:-
Mb-defects&failures@dh.gsi.gov.uk

Reporting adverse incidents in England

Defects or failures should be reported on this system: <http://efm.hscic.gov.uk/>

The web-based D&F reporting system is managed by the NHS Digital (formerly known as the NHS and Social Care Information Centre) on behalf of the Department of Health. For further information on this system, including obtaining login details, please contact the efm-information Helpdesk. Tel 0300 303 5678.

Northern Ireland

Enquiries and adverse incident reports in Northern Ireland should be addressed to:

Northern Ireland Adverse Incident Centre, CMO Group,
Department of Health, Social Services and Public Safety
Tel: 028 9052 3868 Email: niaic@health-ni.gov.uk
<http://www.health-ni.gov.uk/niaic>

Reporting adverse incidents in Northern Ireland

Please report directly to NIAIC using the [forms on our website](#).

Scotland

Enquiries and adverse incident reports in Scotland should be addressed to:

Incident Reporting and Investigation Centre (IRIC)
Health Facilities Scotland, NHS National Services Scotland
Tel: 0131 275 7575 E-mail: nss.irc@nhs.net

Reporting adverse incidents in Scotland

Use our [online report form](#) or download the [PDF form](#)
Independent facilities providing private care should report to the [Care Inspectorate](#).

Wales

Enquiries and adverse incident reports in Wales should be addressed to:

Simon Russell, Principal Engineer, NHS Wales Shared Services Partnership – Specialist Estates
Services, 4th Floor, Companies House, Crown Way, Cardiff CF14 3UB

Tel: 029 2090 4100
E-mail: Simon.Russell@Wales.nhs.uk

Hager Ltd
Hortonwood 50
Telford
Shropshire TF1 7FT



Warning - Important Safety Notice

RECALL of Hager 10kA Miniature Circuit Breaker (MCB)

Date: 12th October 2016

Dear Valued 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 7th July 2016 and 6th October 2016.

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:

1. You immediately stop the installation of Hager 10kA MCBs, and isolate from your stock any Hager references indicated in Appendix CPA purchased between 7th July 2016 and 6th October 2016.
2. You identify and check any Distribution Boards where you have installed the references indicated in Appendix CPA, between 7th July 2016 and Today.
3. You make an inventory of the number of **affected** MCBs you have installed for each reference concerned, on the attached **FORM 1A**.
4. You email completed **FORM 1A** to installer.returns@hager.co.uk upon receipt we will arrange for immediate replacement of affected product.
5. We will send to you, your replacement products and **FORM 2A** for you to complete per site and return all affected stock to Hager.
6. **Without delay, you replace any Hager 10kA MCB references concerned in Appendix CPA which you may have installed.**
7. You document your associated costs using **FORM 3A** in accordance with the Installer Cost Coverage Policy, a copy of which is enclosed and send to mcbclaim@hager.co.uk including all associated receipts where applicable.

Digital copies of all forms mentioned above are available online at www.hager.co.uk/forms

Please do not hesitate to contact us if you need any assistance regarding this recall. Please contact our dedicated team on 01952 675553.

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

Hager Ltd
Hortonwood 50
Telford
Shropshire TF1 7FT



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

Hager Ltd
Hortonwood 50
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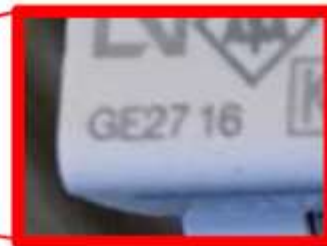
3. For product which is not in the original carton the 10kA rating can be identified as shown below. There is a date code on the MCB located on the top surface above the grey actuator. This relates to the week of manufacture as shown below:



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

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10kA MCB NOTIFICATION OF AFFECTED DEVICES – FORM 1A

Installer Company Name	
Company Address 1	
Company Address 2	
City	
Postcode	
Contact Name	
Contact Number	
Email Address	
Site Addresses	

Next Steps:

1. Complete all required information on this form.
2. Email completed form to installer.returns@hager.co.uk

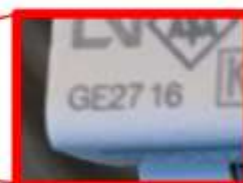
TABLE 1

Affected Date Codes:

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



27 is the week of manufacture,
16 is the year



Hager Ltd
Registered in England No. 01551990
Registered Office: Hortonwood 50, Telford, Shropshire

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MCB 10kA Recall Policy – Installer Cost Coverage

Issued: 5th October 2016
Document Number: 061016

1.0 Scope

1.1 Policy Purpose

This policy outlines the position of Hager in respect of reimbursing the costs which are incurred with implementing the Recall for the MCB 10kA devices.

1.2 Validity

This policy is valid at the time of issue, but Hager reserve the right to amend or change the content without prior notice. The latest copy of this policy can be found at www.hager.co.uk/67586.htm

2.0 Cost Coverage

2.1 Products yet to be Installed

Hager will cover costs incurred with the returning of the products to our Telford site.

2.2 Products which are Already Installed

Hager will cover the following maximum costs for all boards which are installed and contain the 10kA devices:

Costs Incurred	Maximum Coverage
Travel Time - total including return journey per site	£100
Fuel Costs - from registered office to the job site	£0.40 per mile
Inspection for recalled 10kA MCB - per board	£15
Replacement of recalled 10kA MCB, - per device replaced	£15
Out of hours working premium – one off cost, per site	£50
Postage cost to return products to Hager – to be supported by receipt	As incurred

2.3 Additional costs

Any costs outside of the above must be notified and agreed by Hager prior to incurrance. Failure to do so may result in non-payment.

