

## INFORMATION NOTE

### Switched and Insulated Fusegear Feeder Pillar Switching Mechanism Failure

Number: IN 14/08

**DE Property Sponsor: Tony Whitehead**  
Hd of Built Environment  
94421 3705/0121 311 3705

Date of issue: **06 November 2008**

Contact if different from DE Property Sponsor:

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**Who Should Read this: CEStOs, Top Level Budget Holders, Project Sponsors, MOD Project Managers and others within the IPT (for both Prime, PFI/PPP and traditionally procured contracts), Defence Estates Advisors and Property Managers/Site Estate Representatives with responsibility for MOD projects and Property Management Works Services (including the legacy work of EWCs/WSMs).**

When it takes effect: **Immediately**

When it is due to expire: 06 November 2009

*This policy has been Equality and Diversity Impact Assessed in accordance with the Department's Equality and Diversity Impact Assessment Tool against:  
**Part 1 Assessment Only (no diversity impact found).***

**The aim of this Information Note is to advise those responsible for the installation and maintenance and users of the Switched and Insulated Fusegear (SAIF) Feeder Pillars manufactured by Schneider Electric on:**

- 1. The procedures for returning equipment with faulty switching mechanism to the manufacturer for replacement or repair.**
- 2. The availability of SAIF Fuseway Cable Protection Screen from the manufacturer.**

## Introduction

1. There have been a number of instances where problems have been encountered with the switching mechanism on SAIF feeder pillars supplied during 2007. The problems experienced were with incorrect operation of the switching mechanism which failed to fully engage the fuse carriers on being switched on. The manufacturer has carried out extensive examination into the cause of the problem and has attributed it to the failure of the retaining ring fitted to the stop pillar.
2. Their investigations have not uncovered conclusively the reason for the failure of the retaining ring but where problems do occur with the switching mechanism Schneider Electric have undertaken to either replace or repair such units from **any SAIF feeder pillars free of charge**. This does not affect any claim under the normal warranty policy offered by Schneider Electric.
3. Schneider Electric investigation report (Investigation Number: Q1766) is attached at Annex A.

## Procedures for Returns and Repairs

4. Where switching mechanisms exhibit the failure described at Paragraph 1 above, Schneider Electric will either replace or repair the faulty unit. The initial contact with Schneider Electric can be made by one of the following methods:
  - a. Email. Send an email to: [LVSwitchgearGB@gb.schneider-electric.com](mailto:LVSwitchgearGB@gb.schneider-electric.com) with the subject: **Q1766 SAIF Mechanism Fault**. The email should include the name of a point of contact, telephone number, site address, and the serial number of the pillar / unit the mechanism was supplied with.
  - b. Phone / Fax. Phone 01723 502800 and request a mechanism return number. Complete the Return Goods Note (Annex A, Page Number: 10) and fax to 01723 502860.
5. On receipt of the request for repair Schneider Electric will contact the appropriate person and make arrangements for the return or replacement.
6. Mechanisms for return should be suitably packed and available for collection by a standard courier. The unique serial number of the unit the mechanism was supplied with must be enclosed with the item along with the copy of the return note.

## SAIF Fuseway Cable Protection Screen

7. The 140 mm wide fuseway cable protection screen is now available directly from Schneider Electric at a cost of £28.00 + VAT. Orders can be placed by faxing the requirement on 01723 502860. The installation of the screen will ensure the whole pillar to be IP2X rated. One screen is required for each outgoing way.

Annex:

- A. Schneider Electric Post Delivery Quality Investigation Report Number Q1766.



Q1766 SAIF  
Switching Mechanism.