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Protect your customers and their homes with AFCI and GFCI circuit breakers

Before your customer starts their next remodeling project in the bedroom, kitchen, bathroom or another area of their home requiring an Arc Fault Circuit Interrupter (AFCI) or a Ground Fault Circuit Interrupter (GFCI), educate them that certain safety features must be met to ensure against electrical shock and fire hazards in the home. AFCI and GFCI products from Square D offer the protection homeowners need.

AFCIs provide protection for the home



Effective January 1, 2002, Section 210-212 of the National Electric Code® (NEC)®, as well as Section 70 of the National Fire Protection Agency (NFPA), both require that all branch circuits that supply 125 V in 15 Amp or 20 Amp outlets to bedrooms be protected by AFCIs.

The Square D Arc-D-TECT® AFCI provides protection from the hazards of arc faults by recognizing various types of arcing caused by worn or damaged electrical wiring or cords plugged into outlets.

AFCI Facts

- An arc fault is an unintended arc created by current flowing through an interrupted path.
- Arc temperatures can exceed 10,000°F.
- Arcing is believed to be the “early” event in many electrical fires.
- Traditional circuit breakers are unable to detect arc faults.
- Arc faults can occur in new, as well as old, electrical systems.
- AFCIs can be used in any 15 Amp or 20 Amp 120 V circuit.
- AFCIs can be used in conjunction with GFCI receptacles to provide arc fault and ground fault protection.
- AFCIs can sense arcs and can protect against overloads and short circuits.

To learn more about AFCI facts, visit www.us.SquareD.com/AFCI.

GFCIs provide personal protection

GFCIs are required by code in certain areas of the home, including unfinished basements, kitchens, bathrooms, garages, crawl spaces, patios, hot tubs, pools and other locations, where a shock hazard may exist.

GFCI Facts

- GFCIs are designed to prevent serious injury or death from electrical shock by detecting ground faults at very low levels.
- GFCIs should be used in any area where water may come in contact with electrical products.
- A ground fault as low as 6 milliamperes (6/1000 Amp) will trip a GFCI.



- GFCIs provide all the protection of standard circuit breakers and they detect current leakage by measuring the current entering the circuit and comparing it with the current leaving the circuit.
- Square D offers GFCIs in both single and double pole breaker formats and various ampere ratings.

For more information on GFCI protection, check with your Square D sales representative or Customer Service at 800-432-2599.

Arc Fault vs. Ground Fault Detection

AFCI

Green reset button

Designed to protect against fire hazards due to “Arcing Conditions”

Required on circuits for bedrooms

Can be used to provide protection on other circuits in the home

Includes overload and short circuit protection

GFCI

Yellow reset button

Designed to protect people from severe electrical shock

Required by the NEC in the following locations:
Bathroom, kitchen, basement, garage, outdoor receptacle

Also protects: Pool pump, jacuzzi, hot tub, wet bar

Protects entire circuit with one device

Includes overload and short circuit protection

Is your customer's breaker constantly tripping?

A customer walks up to you and asks “My circuit breaker is always tripping. What can I do to fix it?”

For the typical part-time or new electrical aisle employee, this can be a loaded question. How would you respond?

Standard circuit breakers are designed to protect the electrical wiring against damage caused by overloads and short circuits. A popular misconception is that all circuit breakers are designed to protect appliances and people. However, this is not the case. In order to help answer your customers' concerns, ask them the following questions:

Common questions and recommendations

■ Is the circuit breaker a standard style breaker or a Ground Fault Circuit Interrupter (GFCI)?

If it's a standard breaker, ask for the amperage rating. Most standard circuits in the home are 15 Amp or 20 Amp. If the breaker is of standard value, ask the customer whether they've changed anything that plugs into outlets on that circuit or if they modified the wiring in any way.

■ **Have they added any new electrical appliances?** If they have, they may be overloading the circuit. A typical problem is adding a new microwave in the kitchen that already has a significant load. If the microwave and other equipment are on simultaneously and the refrigerator motor kicks in, that would result in a tripped breaker. Unless the customer can move some of his appliances to another circuit, an additional circuit may need to be added.

■ **If nothing has been modified the customer might have a faulty breaker.** Ask the customer the following:

- Is the handle free swinging? If it is, the breaker mechanism may be broken. Contact a qualified electrical installer to replace the device.
- Does the load center smell as if something has burned? If there is a noticeable smell, the contact may not be correct and resistance is building. Contact a qualified electrical installer for the unit to be inspected.

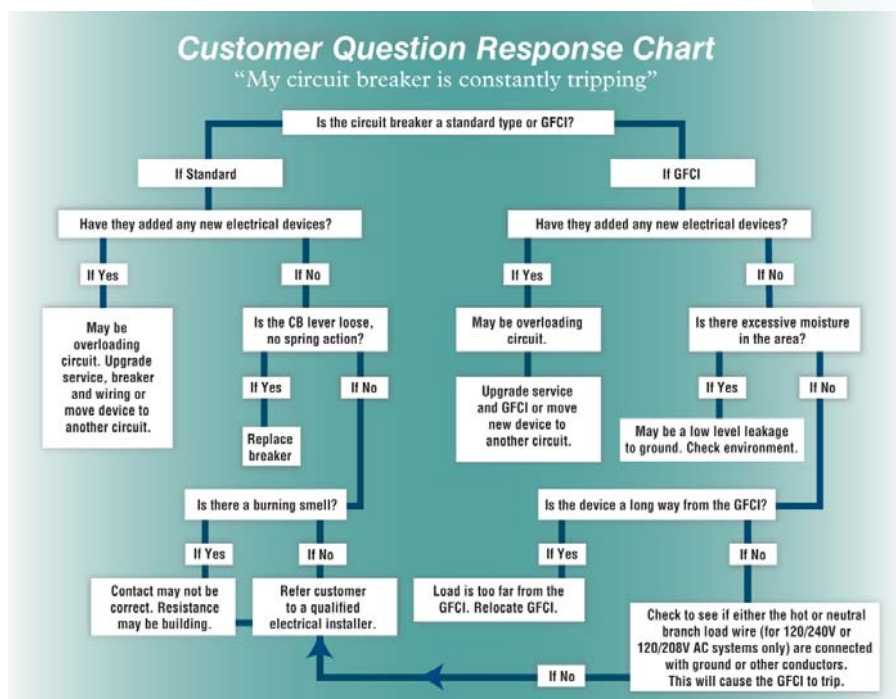
Do not recommend installing a higher level breaker without upgrading the wiring. If the customer is uncomfortable with handling that job, you might wish to direct them to a qualified electrical contractor for a service upgrade.

What to do if a GFCI circuit breaker is tripping

GFCIs are identical to standard circuit breakers, but they have an additional capability to trip on dangerous ground faults. The GFCI monitors the current flowing in from the hot wire and back out through the neutral. If the two loads are not equal, the GFCI will trip.

GFCIs are used on circuits where water or moisture may be present. Bathroom and hot tub circuits are typical examples. The three most common reasons for GFCIs to trip include:

1. **Moisture somewhere in the system.** Too much moisture in a hot tub room has condensed and is causing a low level leakage to ground.
2. **Excessive circuit length.** If the load is too far from the GFCI, that may cause the nuisance trip.
3. **Voltage spikes are known to cause GFCIs to trip.** If the homeowner experienced an excessive number of power fluctuations at home, this may also be a culprit.



New Homeline® product signs developed to coincide with packaging

In 2005, we introduced a new packaging design for QO® and Homeline® load centers and circuit breakers. The QO cartons have blue and yellow graphics while the Homeline are red and yellow. In addition to the color change, the packaging also features multilingual descriptions with product line-art on the carton.

To highlight the new packaging, we now have red Homeline signs which feature the same red and yellow graphics as our Homeline packaging. The new signs are a perfect addition to your Square D display!



Square D bridges the language barrier



RP17770306

RP17780306

Square D, the market-leading brand of electrical distribution, is once again ahead of the game. Realizing that some areas of the United States are heavily populated with Spanish speaking individuals, we created two bilingual brochures in Spanish and English.

A Guide to Your Electrical Protection System discusses the importance of knowing your home's electrical protection, provides troubleshooting ideas and general electrical maintenance. The *Square D Quality and Safety* brochure highlights safety features, warranty information and Square D products available in retail stores.

To order signs and brochures contact your local Square D representative or Customer Service at 800-432-2599.

For back issues of Retailink, visit our Website at www.us.SquareD.com/retail or send us an email at retail@us.schneider-electric.com.

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Ground bar packaging takes on a new look

Are you looking for a more efficient way to planogram? You will be happy to know that Square D is offering new ground bar packaging with a smaller footprint and updated design. The first phase of this packaging roll-out will begin shipping in late August and will appear in the stores between now and the end of the year. No changes to the product were made and all UPC codes will remain the same. Below are the new ground bar packaging dimensions.



Catalog Number	Product Code	Single Pack UPC Code	Single Pack Dimensions			Master Pack UPC Code	Master Pack Quantity	Master Pack Dimensions		
			Height	Width	Depth			Height	Width	Depth
PK9GTACP	51733	0-47569-51733-4	10.0"	1.875"	1"	30-047569-51733-5	10	4.125"	5.625"	10.375"
PK12GTACP	51735	0-47569-51735-8	10.0"	1.875"	1"	30-047569-51735-9	10	4.125"	5.625"	10.375"
PK15GTACP	57033	0-47569-57033-9	10.0"	1.875"	1"	30-047569-57033-0	10	4.125"	5.625"	10.375"
PK18GTACP	51738	0-47569-51738-9	10.0"	1.875"	1"	30-047569-51738-0	10	4.125"	5.625"	10.375"
PK23GTACP	51739	0-47569-51739-6	10.0"	1.875"	1"	30-047569-51739-7	10	4.125"	5.625"	10.375"