

## Brendan Thompson

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**From:** Marc Bitar  
**Sent:** Thursday, November 2, 2023 7:24 AM  
**To:** List: Inside Sales; List: Outside Sales  
**Subject:** FW: Arc fault returns justification  
**Attachments:** AFCI Tracking Form - Oct 2, 2020.docx

Please see below from Siemens about defective ARC FAULT breakers.

The original email was from May 2022, going forward siemens has stated the procedure for defective ARC Fault breakers, please follow their instructions.

As Ravi states, you can reach out to him and he will be able to help you as well.

We will not be replacing defective ARC fault breakers that have been installed with our stock, as per Siemens.

Thanks, Marc



**Marc Bitar, C.E.T.**  
*Vice President Operations*

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[Customer Shipping Policy](#) | [Product Return Policy](#)

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**From:** ravi.assi@siemens.com <ravi.assi@siemens.com>  
**Sent:** Wednesday, November 1, 2023 4:36 PM  
**To:** Marc Bitar <marc@bjelectric.ca>  
**Subject:** FW: Arc fault returns justification

Hi Marc,

I wasn't able to find the original email yet, I'll still keep looking. For now I have the below and the attached return form. I usually don't get the form filled out by our distributors as it is very time consuming hence why I rather just chat with the rep.

Thank you,  
Ravinder Assi, P.Eng

Distributor Sales Representative– Alberta  
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To assist with your price and available and order tracking inquiries, please register today for the Siemens Canada Mall - <http://www.siemens.com/industrymall/ca>

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**From:** McMaster, Ian (RC-CA SI EP PRD1 CM) <[ian.mcmaster@siemens.com](mailto:ian.mcmaster@siemens.com)>

**Sent:** Wednesday, May 11, 2022 12:07 PM

**To:** Assi, Ravi (RC-CA SI EP PRD1 CM) <[ravi.assi@siemens.com](mailto:ravi.assi@siemens.com)>

**Subject:** Arc fault returns justification

Siemens has taken the stance that we will not be taking back arc faults that have previously been installed in panels and then removed due to nuisance tripping. If a contractor wants to swap our older Generation New-In-Box AFCI's, they will need to work through the wholesalers and redirect the returned breakers through their stock. This will be formally communicated by Siemens management shortly. For the **Exceptional Cases** where we need to make a commercial concession where contractors are seeing consistent issues that have been determined to be due to standard operation of the household AFCI circuits, we do have the means to step in on a **case by case basis** and provide replacement measures by way of gen 4/DF breakers to the contractor – we will still not be accepting returns of the previously installed breakers but are asking that the contractors use them on the circuits that are not viewed as typically “Troublesome” circuits for different projects.

In this circumstance, considering the low quantities, if you could provide me with the contractors names and contact details so I can reach out and determine how many arc faults they handed in, I can put these through as sample sales and help you out.

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**Ian McMaster**

*Channel account sales representative*

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Smart Infrastructure

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