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MEETING LOG
TASK FORCE ON INSTALLATION INSTRUCTIONS
FOR RECEPTACLE TYPE GFCIS

Meeting Between: Representatives of the National Electrical Manufacturers Association (NEMA), Underwriters Laboratories (UL), the Consumer Product Safety Commission (CPSC) and American Institute for Research (AIR)

Date of Meeting: July 27, 1995

Place of Meeting: AIR, Washington, DC

Topic : Review of draft GFCI installation instructions prepared by AIR, contractor hired by NEMA

Log Entry *CM* Carolyn Meiers, Directorate for Engineering Sciences, Division of Human Factors

Participants : As noted on attached minutes of the meeting

SUMMARY

The attached minutes of the meeting supplied by Stephen Vastagh, Industry and Program Manager for NEMA adequately summarize the major points of discussion.

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MINUTES

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TASK FORCE ON INSTALLATION INSTRUCTIONS FOR RECEPTACLE TYPE GFCIS

PLACE OF MEETING: AMERICAN INSTITUTE FOR RESEARCH
 WASHINGTON, D.C.

TIME JULY 27, 1995, 10:30 AM

MANUFACTURERS PRESENT:

S. Rosenbaum	Leviton Mfg. Co., Inc.
H. Leopold	Eagle Electric Mfg. Co., Inc.
J. Wells	Pass & Seymour/Legrand
W. Boteler	Hubbell, Inc.
N. Bonilla	Bryant Electric

LIAISONS PRESENT:

J. Konz	Underwriters Laboratories
C. Meiers	U.S. Consumer Products Safety Commission

OTHERS PRESENT:

S. Vastagh	NEMA Industry & Program Manager
M. Wiklund	AIR Consultant

PRESIDING: SAUL ROSENBAUM, CHAIRMAN

1. OPENING, INTRODUCTIONS

The Chairman welcomed members, self introductions followed. Chairman Rosenbaum noted that the primary purpose of this meeting is to review alternative instruction design concepts developed by AIR; the consulting firm with expertise in product usability matters, engaged to develop installation instructions.

2. APPROVAL OF MINUTES

The minutes of the Task Force's previous meeting, held, on Sept. 13, 1994 have been approved.

3. MEMBERSHIP, ATTENDANCE

It was noted that an invitation was extended to CSA as the second standards developing organization involved in the

issuance of the North American GFCI standard which may include reference to these instructions under development.

Two manufacturers that also participate in the funding of the AIR project, GE Wiring Devices and Arrow-Hart, could not be present.

4. REVIEW OF ALTERNATIVE DESIGNS

Mr. Wiklund presented four alternative preliminary designs of the installation instructions. An outline of the design goals and design assumptions and constraints were distributed. An outline of the "instructional dialog" was also distributed; it provides the sequence of information elements that are communicated in the installation instructions.

The various information-elements found in the currently used installation instructions were prioritized for inclusion in the designs.

Each of the designs were discussed including the design's primary goal, the design formats' strengths and trade-offs made during the design.

It was stated by Mr. Wiklund that the inclusion (crowding) of too much information in the limited available space is just as negligent as leaving some basic information out of the instructions.

It was discussed that installation instructions for the unusually complicated circuits (e.g. multiwire branch circuits) cannot be covered in the basic instructions; the testing sequence may refer to such scenario.

It as discussed that additional instructions printed on the outside of the packaging may discourage the installers from reading the enclosed instruction sheet.

It was decided that in reality a person that purchases a GFCI cannot be easily dissuaded by statements on the instruction sheet from beginning to install the product since the purchase has been completed.

The use of a toll free (800) number was suggested for persons that encounter problems during installation. It was discussed that such "long-distance" advising is not possible and is not safe because the callers generally cannot describe all the circumstances of the installation and the specific configurations

of the wiring system thus advice cannot be given until a diagram is prepared and mailed to the "advice center". Experience indicates that such diagrams are mostly incomplete when submitted. The situation was likened to the unwillingness of a physician to diagnose and apply prescription over the phone to treat a new ailment of a patient.

The actual size versus half size illustrations were compared. It was decided to use half scale illustrations.

It was discussed and concluded that the instruction should provide guidance for action when the installer encounters a situation that is not described in the instructions; the installer should turn to a qualified electrician.

It was clarified that the instructions will have the greatest impact if the instructions developed by AIR will be consistently used by all manufacturers, thus made part of the certification standard. It was also clarified that one or two panels will be available for each manufacturer to customize for own warranty and other related information which will be developed by each manufacturer with own legal advice.

ACTION: The UL representative was asked to review the designs presented to assure that all elements currently in UL 943 are addressed by the AIR design. UL will communicate to AIR.

The paramount importance of the testing instructions was discussed. It was decided that substantial space should be allocated to instructions for testing. The cards for recording monthly tests were discussed; it was concluded that these cards are not used as intended; there is not benefit derived from providing them.

ACTION: Mr. Konz to check whether the current certification requirements include the provision of this card.

The Task Force reviewed and discussed the text of the draft instructions and made several recommendations for revision; Mr. Wiklund invited additional comments to be sent to him after further review by members.

5. CONCLUSION, ADJOURNMENT

Chairman Rosenbaum expressed appreciation for AIR's hospitality. The next iteration of the design will be distributed to the members. The meeting adjourned at 3:30 pm.

Reported by
Stephen A. Vastagh
Industry and Program Manager
08/10/95

REVIEWED BY COUNSEL

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8/10/95