

PRODUCT RECALL

CPC have been asked by Europa Components to recall the below product due to a safety issue.
If you have bought the below product, please see the attached recall notice to arrange a replacement.

Order Code	Model	Description
FF03191	20-000-13/63A	FUSE, GENERAL LINE, NH, 63A

How to Proceed

1. **Please remove the item from use** – If you still have this product, please discontinue using it.
2. Once use is discontinued, please keep the product somewhere safe until it is returned.
3. Please contact Europa to arrange a replacement unit:
 - a. Call: **01582 692 448**
 - b. Email: custserv@europa-plc.com

Please accept our apologies, we look forward to doing business with you in the near future.

Yours sincerely,



Angela Payne
Customer Care Manager
FAQ's

Q. **Why is the product being recalled?**

A. There can be an issue with the sand seal on the product

Q. **Which products are affected?**

A. All batches of the product are affected.

Q. **I've already sold item to a secondary customer. What should I do?**

A. Please advise your customers of this recall, and arrange return of the goods.

Q. **Do I have to return the defective items - can I modify them myself?**

A. No, ALL products must be returned to eliminate any risks

Q. **My products are showing no fault - can I keep them**

A. No, ALL products must be returned to eliminate any risks associated with the product.

Q. **Are there replacements available?**

A. CPC has no direct replacements for these models available at this time. Europa will have available stock for replacements.