

PRODUCT SAFETY NOTICE

V-TAC LED Panel Light – CPC Product Code Listed Below

LA06060 - PANEL LIGHT LED ROUND 3000K SURFACE 6W- **VT-605 RD 4904**



We have been informed by our supplier V-TAC that they have identified a potential problem. Live parts may be touched during assembly and the insulation is insufficient. This could result in an electric shock for the user. This potential problem affects all 6W LED Drivers with the following batch code:

0001004

The Batch code can be located on the lower right corner of the LED Driver. If you have one or more V-TAC LED Panel Lights with the matching batch code, please contact CPC and a replacement LED Panel light will be arranged for you.

V-Tac's recall notice can be found here: <https://www.v-tac.eu/company/news/80-recall-program-6w-surface-panel-premium-round-3000k.html>

How to Proceed

1. **Please remove the item from use** – If the Product code and Batch code matches your product please disconnect and remove the LED Panel Light. Once this has been done please recycle the LED Panel light and driver responsibly.
2. Once removed, please do not use the light or the LED Driver to avoid further risk.
3. Please email us at Customersupport@cpc.co.uk or call our contact centre on **03447 88 00 88** and quote the reference "**V-tac Recall 2**" to arrange for a free replacement **LED Panel light**.

4. **Full support and advice** – if you have any concerns relating to this product, please email us at Customersupport@cpc.co.uk or call our contact centre on **03447 88 00 88** and quote the reference **“V-tac Recall 2”** - we’re here to help.

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

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Angela Payne', with a stylized flourish at the end.

Angela Payne
Customer Care Manager

FAQ's

Q What exactly is the fault?

A. There is a possibility that the LED Driver may have live parts exposed and may give the user an electrical shock.

Q Will I get a refund or replacement?

A. A replacement LED Panel light will be sent out to you once you contact us.

Q Will I need to pay for carriage/handling?

A. No, CPC will provide shipping free of charge.

Q Do I have to remove the defective unit, or can I modify it myself?

A. No, ALL products must be removed from use.

Q My product is showing no fault, can I keep using it?

A. No, please remove it from use and recycle responsibly.

Q I have a similar product, is this also affected?

A. No, only the products listed with the specific batch code noted above are affected.

Q I'm a reseller and not the end user of this product, what do I do?

A. You must notify the person you sold the product to about the recall, or with your permission CPC will contact them directly.