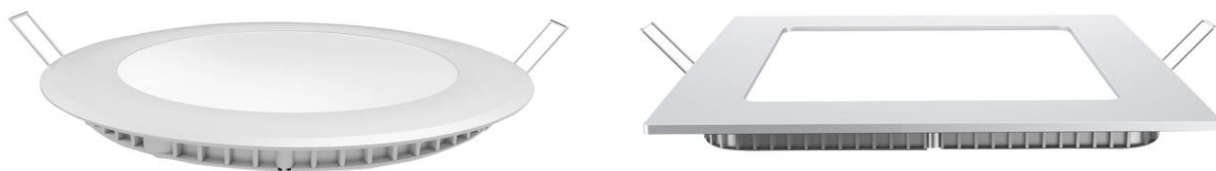


## PRODUCT SAFETY NOTICE

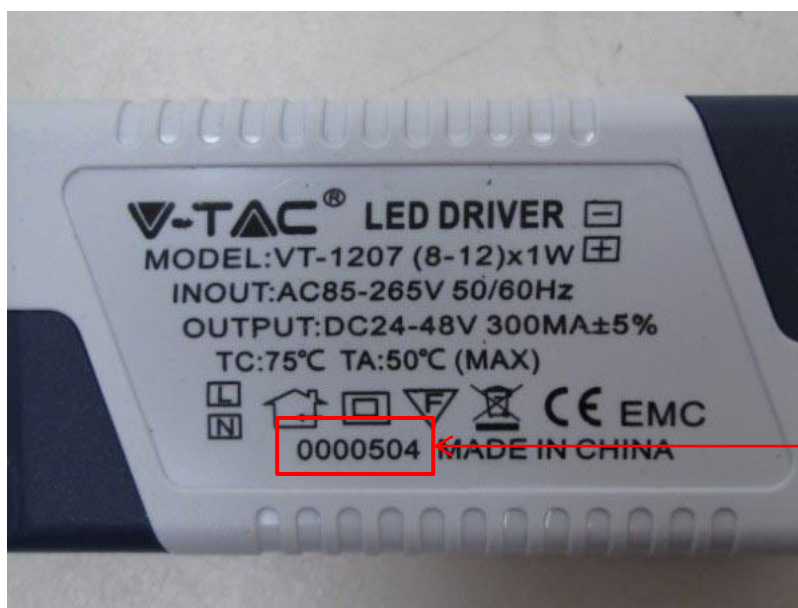
### V-TAC LED Panel Light – CPC Product Codes Listed Below

LA06087 - 12W LED Panel Downlight, Square 3000K - **VT-1207 SQ 4866**  
LA06088 - 12W LED Panel Downlight, Square 4000K - **VT-1207 SQ 4867**  
LA06089 - 12W LED Panel Downlight, Square 6400K - **VT-1207 SQ 4868**  
LA06090 - 12W LED Panel Downlight, Round 3000K - **VT-1207 RD 4857**  
LA06091 - 12W LED Panel Downlight, Round 4000K - **VT-1207 RD 4858**  
LA06092 - 12W LED Panel Downlight, Round 6400K - **VT-1207 RD 4859**



We have been informed by our supplier V-TAC that they have identified a potential problem. The electrical insulation of the Power Supply is inadequate. The user could receive an electric shock from accessible parts. This potential problem affects the following batch codes only:

**0000504 and 00001004.** The batch code can be found on the LED Driver as shown below:



Batch Code

If you have one or more V-TAC LED Panel Lights with the matching batch and part 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/70-recall-program-12w-premium-panel-light-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](mailto:Customersupport@cpc.co.uk) or call our contact centre on **03447 88 00 88** and quote the reference "**V-tac Recall 1**" 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](mailto:Customersupport@cpc.co.uk) or call our contact centre on **03447 88 00 88** and quote the reference "**V-tac Recall 1**" - we're here to help.

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 What exactly is the fault?**

A. There is a possibility that the LED Driver is not insulated as it should be and this 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.