



URGENT VOLUNTARY PRODUCT RECALL

11/03/2018

**Subject: leg protectors for users of hand-held chainsaws mod.
Climbtech γ (GAMMA) - production batch 01/2017**

Arbpro s.r.l.

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www.arbpro.it

Product details: protection trousers for users of hand-held chainsaws mod.
Climbtech γ (GAMMA)

Product name: Climbtech γ (GAMMA)

Part Number: AP-CTY

Production batch involved in the recall action: 01/2017. Please note that this recall action is ONLY related to production batch 01/2017 and is NOT related to other batches. Production batch is clearly indicated in the product tag inside each pair of trousers.

Dear customer,

thank you for choosing our brand by purchasing a pair of protective trousers for users of hand-held chainsaws mod. Climbtech γ (GAMMA). We confirm our constant effort in supplying products of high quality and reliability. As a proof of our constant effort we have decided to undertake a PREVENTIVE recall action for the product in the subject of this letter.

During a periodic random test of our stock we have noticed, on some trousers, a fault in the assembly of the protective material. The defect found is due a mistake in production during the assembly process. The possible incorrect assembly of the protective material can reduce the protective efficiency of trousers reducing protection effects below the minimum standard requirements.

As of today NO ACCIDENT has been reported.

Arbpro® intend to guarantee that all our products offer the maximum level of quality and safety. This action is a voluntary product recall and the notified body has been immediately informed about it. The purpose of this precautionary and preventive recall is to verify that trousers in the subject respond to the safety requirements of the relevant EN standard. For this reason it is essential that all trousers are shipped to us to be verified by our team. After checking, if the product does not comply with the safety standard, Arbpro srl will retire it from the market and the customer will receive a brand new pair free of any charge.

If the product meets safety requirements and is approved by our team it will be returned to his owner.

We kindly ask to undertake the following steps in order to ensure that the product is managed correctly:

1. Put the product in quarantine: do not use it until it is examined and approved by Arbpro srl
2. Contact your Arbpro® dealer where you purchased the product. Dealer has been fully instructed on how to manage the shipment to our facility for inspection. All shipping costs will be at our charge. We kindly ask you to wash and dry trousers before shipping in order to facilitate the inspection.

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We are aware that this recall action will cause inconveniences but we trust that our customers fully understand that safety is our priority. We apologize for the inconvenience caused and we assure that we are working with the maximum diligence to solve this problem as quick as possible. For any question or information please send us an email to info@arbpro.it

Yours faithfully

A handwritten signature in black ink, appearing to read 'Alessandro Mazza', with a long horizontal line extending to the right.

Alessandro Mazza

Administrator