

WEBSITE DRAFT: FAMILY 4350

The Heath®/Zenith models that are subject to this recall are:

SL-4350-AZ-B • SL-4350-BK • SL-4350-NB-B

The recalled products were sold by HeathCo, LLC at retail stores between 2008 and 2013. The price for the product was approximately \$99.95.

Hazard: During installation, bulb replacement, or adjustment of the fixture, if consumers fail to disconnect the power at the circuit breaker and the internal fixture wiring has been damaged or becomes disconnected and contacts internal metal couplers, there is a risk of an electric shock.

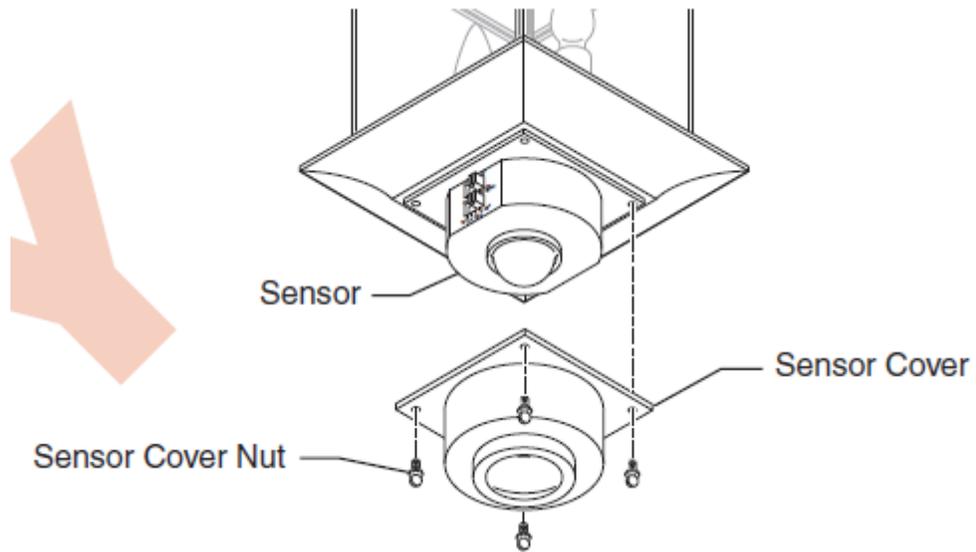
Consumers should check their decorative light(s) to determine if they have one of the affected models. The decorative light comes in antique bronze, black and brushed nickel and will look like one of the images below.



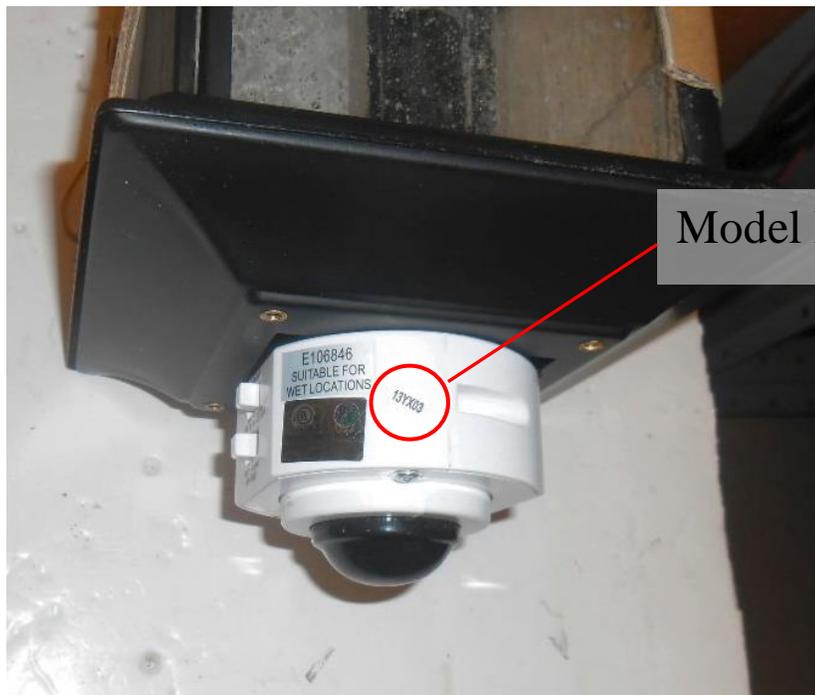
The recalled decorative lights are motion activated decorative lights. Many of these fixtures have a similar look. Consumers should disconnect power to the unit and check the back of the motion sensor for the model number 4350.

If the light matches this description, then you will need to check the markings on the motion sensor case to determine if it is included in the recall. To do that, please follow these steps:

- 1) **Turn off power to the circuit for the Decorative Light in question at the circuit breaker or fuse panel.**
- 2) **Check to see that the power is off by attempting to turn on the light. If the power is not off, please repeat step one.**
- 3) **Remove sensor cover by removing the four sensor cover nuts.**



- 4) Check the Model Number located on the label on the sensor housing.



- 5) Write down the information on the sensor label.
- 6) If the Model Number includes the number 4350, then your fixture is subject to the recall.
- 7) Replace the sensor housing, and reinstall the sensor cover nuts

If your model number matches the model number being recalled, please either fill out the form below or call 1-855-704-5438, 8 AM to 5 PM, Central Time, Monday-Friday. Please be sure to have the model number of the light available when you call. Consumers who have any questions or concerns regarding the installation of the replacement light should also call 1-855-704-5438 for additional information.

If you believe you have one of the affected units, please remove power from the unit at your circuit breaker or fuse panel and stop using the product until you receive the replacement unit. If you are unable to do so and need to replace the light bulb prior to receiving your replacement product, you must turn off power to the light fixture at the circuit breaker or fuse panel before changing the light bulb.

Enter your information below.
You will also need to indicate if your shipping address is the same as your address listed below. Then just click on the 'SUBMIT' button when you are done.

Please select your remedy:

Where did you purchase?:

How did you hear about the recall?:

How many HandySwitch units did you order?:

First Name:

Last Name:

Bill Address:

Suite/Apt:

City:

State/Province:

Zip/Postal Code:

Country:  

Phone Number:

Email:

SUBMIT

EXAMPLE OF ONLINE FORM.

Your replacement light will be sent in about 10 business days with instructions on how to remove your old light, instructions on how to install your new light, and a postage pre-paid envelope to return the cut wires from your old light.

For your convenience, we have also included links to the instructions for removing your old light and installing the new light at:
www.heathzenith.com/hzproductnotice/removalinstructions

Thank you for your patience, understanding, and participation. Here are some FAQs that might be helpful.

FAQ's

Cust: What is the problem with my light fixture?

CSR: Some smaller metal components located around or near the light socket may not be grounded. This could result in a remote, but potential risk for electrical hazard during installation, bulb replacement, or adjustment of the fixture, if the internal fixture wiring has been damaged or becomes disconnected and contacts internal metal couplers.

To avoid this hazard you should replace your light fixture. Leave the power off to the light fixture until you install the replacement. If you are unable to do so and need to replace a light bulb, you must turn off power to the light fixture at the circuit breaker or fuse panel before changing the light bulb. Do not touch the light fixture when the power is on.

Cust: My light fixture appears to be operating okay. Can I continue to use it?

CSR: You should participate in the recall and replace it with the free replacement light fixture. Leave the power off to the light fixture until you install the replacement. If you are unable to do so and need to replace a light bulb, you must turn off power to the light fixture at the circuit breaker or fuse panel before changing the light bulb. Do not touch the light fixture when the power is on.

Cust: Is there a way I can fix/repair the product myself?

CSR: No. Do not attempt to repair the product. You should participate in the recall and replace it the free replacement light fixture Leave the power off to the light fixture until you install the replacement. If you are unable to do so and need to replace a light bulb, you must turn off power to the light fixture at the circuit breaker or fuse panel before changing the light bulb. Do not touch the light fixture when the power is on.

Cust: You said something about additional instructions. What are the instructions?

CSR: We will send you instructions on how to remove the affected light fixture, instructions for installing your new light fixture, and a postage pre-paid mailer so that you may send back the cut wires from the old light switch. Do not remove the light fixture until you have received the replacement light fixture.

Cust: Why do I have to return the cut wires from the old light fixture?

CSR: We want to make sure that none of the recalled light fixtures get used again. They are being recalled because they pose a risk of electrical shock.

Cust: What if I don't understand the additional instructions?

CSR: The light fixtures were sold as do-it-yourself products. The instructions are no more complicated than what you had to follow to install the light fixture the first time. If you need support, however, please contact our Technical Support Group at 1-855-704-5438. They have experience and training helping consumers who are having difficulties.

Cust: How long will it take for me to receive the replacement?

CSR: About 10 business days. We apologize for any inconvenience, and assure you we are working as quickly as possible to replace your product.