

PRODUCT RECALL

SMJ Remote Socket

Dear «Salutation»,

CPC has received notification from the manufacturer that the items listed below may suffer melting of the case when overloaded. If you have bought any of the below products, we need to arrange a return of the item.

Order Code	Model	Description
PL13177	RFE1TC	Socket 13A Remote Controlled w/TX
PL13178	RFE3TC	Socket 13A Remote Controlled x3
PL13179	RFEARC	Socket 13A Remote Controlled

Please see the manufacturers recall notice below for further details

Please remove the item from use – switch the power socket to the OFF position and remove the remote socket from the mains socket and unplug any appliances from the remote socket. Please email our contact centre on customersupport@cpc.co.uk and quote the reference “**SMJ Socket Recall**” and advise which of the above items you have. We will contact you to arrange collection.

Full support and advice – if you have any concerns relating to this product, please email our contact centre on customersupport@cpc.co.uk using the reference “**SMJ Socket Recall**” - we’re here to help.

Please turn over for FAQ’s.

Please accept our apologies if you have already disposed of your faulty item since you received it. 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 of the product overheating causing the casing to melt when the product overloaded.

Q *Will I get a refund or replacement?*

A. Upon return of the product your account will be issued a full credit.
CPC do sell a similar product (PL15025/26/27/28) however it cannot be directly exchanged, it must be purchased separately.

Q. *Will I need to pay for carriage/handling?*

A. No, CPC will provide a Pre-Paid returns label 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 return the item to us.

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

A. No, only the products listed 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.