IMPORTANT SAFETY WARNING

PRODUCT RECALL:

W AUDIO Power Amplifier Range – Mains Power Lead

We are contacting to advise you of a potential fault with the Mains Power Lead that was provided with the range of W Audio Power Amplifiers shown in the table below.

What is the problem?

Our Quality Control procedures have identified a potential safety issue affecting the Mains Power Leads of our W Audio Power Amplifiers, resulting in earth connections that are of higher than acceptable resistance between the plug and socket. In a very small number of instances, there has been no connection at all. As a result, in the unlikely event that you have a faulty power lead, there is the possibility that the casing of the amplifier could become live, creating the risk of an electric shock.

As the safety of our customers is our primary concern, we have decided to recall the Mains Power Leads associated with this product range as a precautionary measure. In return, CPC will despatch a new Mains Power Lead, free of charge, once the returned item is received.

Effected range:

<table>
<thead>
<tr>
<th>CPC Order Code</th>
<th>Product Description</th>
<th>Manufacturers Model No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>DP34258</td>
<td>POWER AMPLIFIER, STEREO, 2 x 150W RMS</td>
<td>EPX300</td>
</tr>
<tr>
<td>DP34259</td>
<td>POWER AMPLIFIER, STEREO, 2 x 250W RMS</td>
<td>EPX500</td>
</tr>
<tr>
<td>DP34260</td>
<td>POWER AMPLIFIER, STEREO, 2 x 400W RMS</td>
<td>EPX800</td>
</tr>
<tr>
<td>DP34496</td>
<td>POWER AMPLIFIER 2 x 1100W</td>
<td>EPX 2200</td>
</tr>
<tr>
<td>DP34499</td>
<td>POWER AMPLIFIER, 2 x 500W</td>
<td>XTR1000</td>
</tr>
<tr>
<td>DP34500</td>
<td>POWER AMPLIFIER, 2 x 750W</td>
<td>XTR1500</td>
</tr>
</tbody>
</table>

Please refrain from using the product with the supplied lead with immediate effect and refer to the ‘How to Proceed’ section for the next steps.

How to Proceed:

1. Please remove the item from use – Switch the power socket to the OFF position and unplug the unit.
2. Visit [cpc.co.uk/product-recalls](http://cpc.co.uk/product-recalls) and fill in the online form to receive your pre-paid returns label.
3. On receipt of the returned faulty Mains Power Lead, CPC will send you a replacement.
4. Full support and advice – If you have any further concerns regarding this recall, please email our customer service team [sales@cpc.co.uk](mailto:sales@cpc.co.uk)
FAQ’s

Q  What exactly is the fault?
A.  There is a possibility that a user could receive an electric shock due to the faulty earth connection between the plug and socket.

Q  Will I get a replacement?
A.  Yes, a replacement will be provided once we have received the original Mains Power Lead.

Q.  Will I need to pay for carriage/handling?
A.  No, CPC will provide a Pre-Paid returns label and will ship the replacement free of charge.

Q.  Do I have to remove the defective unit, or can I modify it myself?
A.  The lead is a non serviceable item and should not be used.

Q.  My product is showing no fault, can I keep using it?
A.  The amplifier may be used with an alternative lead of adequate power rating.

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.

Please accept our apologies for any inconvenience caused. We remain committed to working with our suppliers to bring you the highest quality goods while offering incredible value for money.

Yours sincerely

Angela Payne
Contact Centre Manager