

24 January 2022

Voluntary Recall: Kenwood "Julienne" disc for Food Processor Models FPM800 and FPM810 that were manufactured from January 2019 through December 2021

Dear Retailer/Distributor,

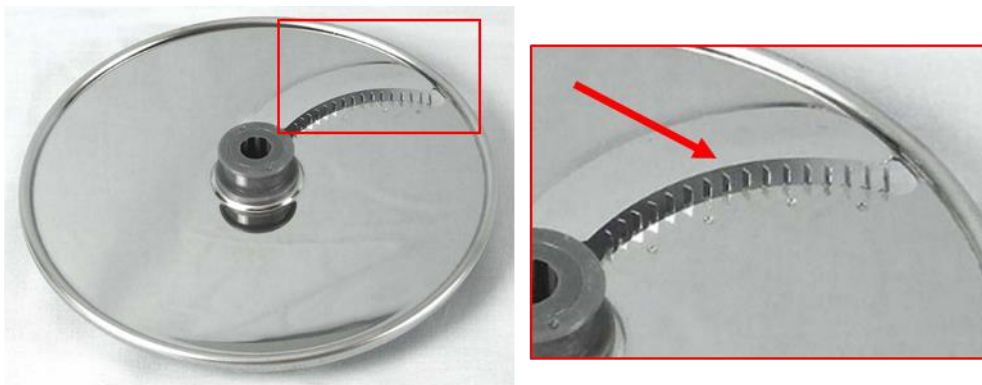
We hope this letter finds you well.

First of all, we would like to take the opportunity and thank you for our business relationship.

The quality and safety of our products are of utmost importance to us. In light of this commitment, we are conducting a voluntary recall regarding the "Julienne" disc for our food processor models FPM800 and FPM810. It cannot be completely ruled out that parts of this disc may detach during use creating a potential ingestion risk.

This voluntary recall only applies to the "Julienne" disc for food processors models FPM800 and FPM810 that were manufactured from January 2019 through December 2021. Other discs or other food processors are not affected.

The "Julienne" disc subject to this voluntary recall can easily be identified by looking at the date code on the packaging of the food processor FPM800 or FPM810. If the date code is **19xxx**, **20xxx** or **21xxx**, the voluntary recall applies.



Food Processor
1 X FPM810
21H27 CE RoHS✓ 18KG
Designed & Engineered by Kenwood in the UK
Made in China 117203
0WFPM81002
220-240V~ 1000W 50/60Hz
KENWOOD
www.kenwood.co.uk
5 011423 1166186

0WFPM81002
1000W 50/60Hz
RoHS✓
5 011423 1166186
21 12
117371

The rating label underside the main unit indicates the type FPM800 or FPM810 and the date code (only 19xxx, 20xxx or 21xxx are involved).

KENWOOD

We ask affected consumers to stop using the "Julienne" disc. Kenwood has set up a website where affected consumers can register for a free replacement disc. This registration as well as additional information is available under juliennedisc.kenwoodworld.com.

In light of the above, **please immediately stop selling all Kenwood food processors FPM800 and FPM810 in your current inventory.**

We kindly ask you to approach your usual contact person at Kenwood providing him/her with the number of Kenwood FPM800 and FPM810 food processors in your inventory. We will – as far as necessary – make arrangements to replace your stock of FPM800 and FPM810 food processors. In doing so, we will retrieve affected products and provide you with free-of-charge replacements with a new "Julienne" disc.

To conduct this voluntary recall internationally, we are working in partnership with RQA Group. You will find more details by visiting www.rqa-group.com.

We trust that you share our commitment to consumer safety. Therefore, please support our voluntary recall by **providing the names, addresses, telephone numbers and/or email addresses of consumers** who purchased food processors with a potentially affected "Julienne" disc (manufactured from 2019 to 2021, see above) from you. In doing so, please do not send the consumer contact data to Kenwood but directly to RQA Group by emailing the consumer contact data as an Excel or CSV file to the following email address: kenwood.support@rqa-group.com. Please also add your own contact details in your email. You will receive a confirmation email. **Please note that all consumer contact data provided to RQA Group will be stored securely and separately and will not be used for any marketing or commercial purposes but solely for the purpose of this voluntary recall.** The consumer contact data will not be disclosed to Kenwood nor to any other third-parties other than for the purpose of supporting this voluntary recall.

If consumers contact you, please direct them to call **+61 280 152 479** or visit the Customer Support section of our website www.kenwoodworld.com for additional information.

If you have any questions or queries, please refer to your usual contact person at Kenwood who will be happy to assist you.

We would like to apologize for any inconvenience caused. We appreciate your support and thank you in advance for your cooperation on this matter.

Sincerely,

Darren Prosser
Head of Quality
Kenwood Ltd.

