

28 March 2022

IMPORTANT SAFETY RECALL

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

Dear valued Kenwood customer,

We hope this letter finds you well.

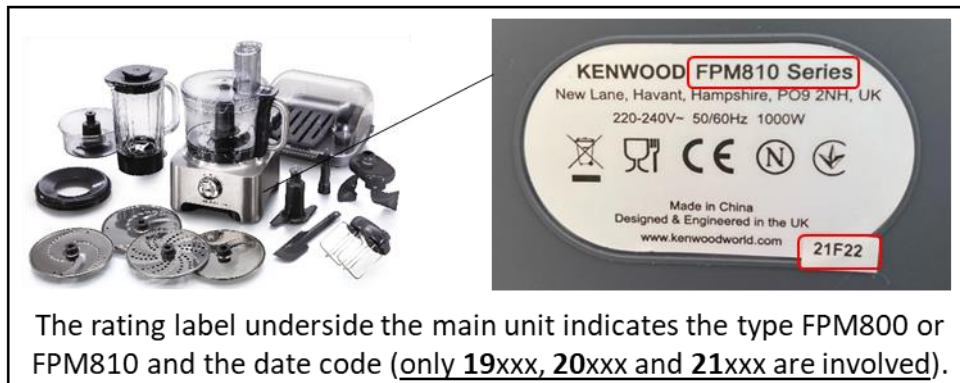
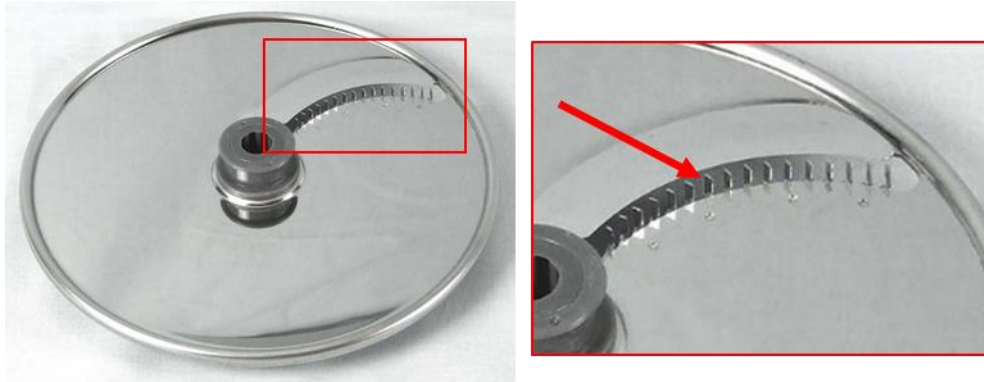
According to our records, you purchased a Kenwood FPM800 or FPM810 food processor. We would like to thank you for choosing Kenwood and we would like to emphasize that the quality and safety of our products are of utmost importance to us.

In light of this commitment, we are conducting a recall of the "Julienne" disc for our food processor models FPM800 and FPM810. Parts of the Julienne disc may break off during use. If ingested, this may cause injury.

This 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.

You can easily verify if your disc is affected by doing the following:

1. Please look at the date code on the packaging or rating information of the food processor FPM800 or FPM810 (see illustration below). If the date code is **19xxx**, **20xxx** or **21xxx**, the recall applies. If not, your food processor and its discs are not affected.



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

2. Please look at the "Julienne" disc. If there is no "K1" marking, the recall applies. If there is a "K1" marking (see illustration below), your food processor and its discs are not affected.



If you have an affected disc (i.e., the date code is **19xxx**, **20xxx** or **21xxx** and there is no "K1" marking on your "Julienne" disc), please proceed as follows:

1. **Please stop using your "Julienne" disc.** (Your food processor and your other discs are not affected. Accordingly, please feel free to continue using your food processor and your other discs.)

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2. **Please visit our website and register for a free of charge replacement "Julienne" disc.** The registration as well as additional information is available under:

juliennedisc.kenwoodworld.com

You should receive your free of charge replacement disc approximately between 7 and 10 working days after you have completed the online registration.

3. **Please dispose of the affected/old "Julienne" disc.** In doing so, please comply with your local waste rules. The disc is made of stainless steel with a plastic hub in the center.

Please allow us to once again highlight the following: Your Kenwood food processor itself including all other discs and other attachments, equipment, etc. are not affected. Accordingly, please feel free to continue using your food processor and your other discs.

If you have any additional questions or queries, please call **+61 280 152 479** or contact us using the Customer Support section of our website www.kenwoodworld.com

We would like to apologize to you for any inconvenience caused and we would like to thank you for your cooperation.

Sincerely,

Darren Prosser
Head of Quality
Kenwood Ltd.

A handwritten signature in black ink, appearing to read 'Darren Prosser', is written over a light grey rectangular background.