



IMPORTANT SAFETY NOTICE
PRODUCT RECALL

For immediate release



**Halfords Weld Through Primer
(Item Code 370426)**

Halfords has identified a potential safety concern with the Halfords Weld Through Primer (item code 370426) and has issued a product recall.

A total of 120 units from a batch manufactured in January 2016 have been found to be contaminated during the filling process and have since over-pressurised. These units have the potential to rupture and propel the empty can at high speed, which may cause injury.

Halfords has sold approximately 4,200 units since September 2015. Only this specific product is affected. There has been one reported incident involving this product and Halfords has acted quickly to issue this recall.

As a precautionary measure and to ensure consumer safety, and to ensure consumer safety, Halfords has removed this product from sale and is recalling all unsold units.

Customers are urged not to handle this product, and are asked to contact the manufacturer, James Briggs Ltd. on 0161 393 3100 for advice on collection of this product. Alternatively, you can email on recall@jamesbriggs.co.uk for advice.

We take the quality and safety of our products extremely seriously and would like to apologise to customers affected for any inconvenience this may cause.

-ENDS-

For further information please contact Halfords@z-pr.com or 020 7287 5006
For more information visit www.halfords.com or www.halfordscompany.com

Statement

We take the safety of our customers and colleagues very seriously. Upon discovery of the faulty batch of Halfords Weld Through Primer, we quickly withdrew the product from sale, and issued a full product recall in shops and online. Anyone who has purchased this product should not handle it, and instead contact the manufacturer James Briggs Ltd. on 0161 393 3100 or email on recall@jamesbriggs.co.uk for advice on collection. We are working closely with the manufacturer to investigate this fully.

Incident

We are aware of an incident that took place at our Redditch shop on Saturday evening with a can of Halfords Weld Through Primer, when unfortunately a customer was injured after handling what has subsequently been found to be faulty batch of this product. We have withdrawn this product from sale and have issued a full recall. We are also in contact with the customer affected by this incident and his family to offer any support we can at this time. Any customers who have a query should contact James Briggs Ltd. on 0161 393 3100 or email on recall@jamesbriggs.co.uk for further advice.

Statement for social (under 140 characters)

We have removed this product from sale – customers should not handle it and should contact James Briggs Ltd. on 0161 393 3100 for further advice

Q&A FOR REACTIVE USE ONLY

How many units are affected?

Up to 120 units from a batch of 366.

How many units have you sold?

We have sold approximately 4,200 units of item code 370426 since January 2016.

Is this the only product affected?

Yes

What is wrong with the product?

A small number of units from a batch manufactured in January 2016 have been found to be contaminated during the filling process and have since over-pressurised.

These units have the potential to rupture and propel the empty can at high speed which may cause injury.

Have there been any accidents?

Yes. We have one reported incident involving a customer in one of our shops.

Have there been any customer complaints?

No. We have not received any complaints in regard to this product within the past three years.

What is the risk to a customer using the product?

We are recalling all batches of this product, asking customers not to use or handle the product and to contact James Briggs Ltd. for further advice.

When was the defect discovered?

We discovered the defect following an incident in a Halfords store on September 16th and launched an immediate investigation. We contacted the manufacturer James Briggs and on September 17th . The product was withdrawn from sale across all Halfords shops and online on September 17th . On September 19th we issued a product recall notice, urging customers not to use or handle the product and to contact James Briggs Ltd.

How was the defect discovered?

We discovered the defect following an incident in a Halfords store on September 16th and launched an immediate investigation. We contacted the manufacturer James Briggs and on September 17th . The product was withdrawn from sale across all Halfords shops and online on September 17th . On September 19th we issued a product recall notice, urging customers not to use or handle the product and to contact James Briggs Ltd.

What should customers do?

All customers are asked not to use or handle the product and to contact James Briggs Ltd.

What are you doing for customers?

All customers are asked not to use or handle the product and to contact James Briggs Ltd.

Who do I contact?

All customers are asked not to use or handle the product and to contact James Briggs Ltd.

Why should I contact James Briggs when it is a Halfords branded product?

As well as being the manufacturer of this product, James Briggs Ltd. are one of the largest European manufacturers of Aerosol products. They are able to offer the very best guidance to customers.

Have Trading Standards been informed?

Yes.

What other actions have you taken in terms of the recall?

We have withdrawn this product from sale in shops and online and have placed recall notices in our shops and online. Where possible, notices have also been sent directly to customers asking them to contact James Briggs Ltd. on 0161 393 3100 for further advice.

Customer Qs

What do I do if a customer asks me if their product is affected?

All customers are urged not to use or handle the product and to contact James Briggs Ltd. for further advice. If the product was purchased before January 2016 it is not affected by this recall.

If it was purchased after this date, it should be assumed that it is affected and you should contact James Briggs Ltd.

What do I do if a customer brings this product into the shop?

Handle in accordance with instructions already given through shop communications and contact James Briggs Ltd.

Am I safe handling this product?

Risks are minimised if handled in accordance with instructions already given through shop communications. The product should be handled with extreme caution and by following the handling guidelines communicated on the home page of the Intranet.

Is a customer safe to handle this product?

Customers should not handle the product and James Briggs Ltd. should be contacted for further advice.

Are any other products affected?

No.

Are we offering refunds on this product?

All customers should contact Briggs in the first instance who will assess each case on an individual basis. In some instances a LFL product may be provided as a replacement.

Will I receive any of this product in my delivery?

Some products picked on Sunday 17th September may still be in transit. If any units are received W/C Monday 18th, they should be handled in accordance with instructions already given through shop communications and contact James Briggs Ltd.

When will the product be available for sale again?

A further notification will be sent when this product is available again.

Is there an alternative product a customer can use?

Upol Weld #2 Primer, item code 363671.