

## Product warning and recall

### Portable air conditioner KP 35 HP9 – Defective mains cables – Danger of serious injuries!

Dear Sir and Madam,

We have very high demands on the safety and quality of our products, which we implement starting at the development stage and continuously improve. Furthermore, we put great importance to an open and trustful communication with our customers.

Therefore, we would like to inform you about the following **Voluntary product recall** and ask for your support.

#### 1. Products

The portable air conditioner **KP 35 HP9** (hereinafter: **Products**) is affected.

Please refer to the sample pictures below:



We have been purchasing the Products for many years, and up until now without any complaints from a supplier whom we contractually imposed with the obligation to comply with all legal requirements in accordance with our high demands on safety and quality.

Accordingly, the Products were developed in accordance with our high-quality standards, designed involving a conformity assessment body and manufactured with continuous quality assurance.

#### 2. Error pattern and root cause analysis

Despite the standards and procedures described above, we identified during our market monitoring process a small number of customer complaints according to which the Products caught fire during its operation.

Based on these reports, we immediately analyzed the root cause of this phenomenon.

According to our root cause analysis and in exercising our due diligence we assume that Due to the defect in the distance consistency between the compressor power line and the copper pipe, it may lead to potential safety hazards.

Therefore, we react immediately and recall all potentially affected Products from the market.

### 3. Potential risk of injury

**As a result of the error pattern, the affected Products may catch fire during its operation and cause serious injury to the user as well as to other third parties.**

So far, however, we are not aware of any incident in the market where an injury occurred!

### 4. Affected Products

In exercising our due diligence, we assume that the products affected by this recall are the ones which match the next two points.

- 1) The affected Products are labelled with the following label of the manufacturer:

AIRE ACONDICIONADO PORTÁTIL		CE	
MODELO	KP-35HP9		
CAPACIDAD DE REFRIGERACIÓN	12000Btu/h		
CAPACIDAD DE CALEFACCIÓN	—		
PRESIÓN EXCESIVA OPERANDO	DESCARGA	2.6MPa	
	SUCCIÓN	1.0MPa	
FUENTE DE ALIMENTACIÓN	220-240V~ 50Hz, 1Ph		
REFRIGERANTE	R290/0.195kg		
STANDARD RATING CONDITIONS	REFRIGERACIÓN	CORRIENTE	5.90A
		POTENCIA	1350W
	CALEFACCIÓN	CORRIENTE	—
		POTENCIA	—
CORRIENTE MÁXIMA ABSORBIDA	8.00A		
POTENCIA MÁXIMA ABSORBIDA	1600W		
ENTRADA DE CALENTADOR ELÉCTRICO	—		
CLASE DE RESISTENCIA A LA HUMEDAD	IPX0		
<b>ADVERTENCIA:</b>			
El equipo se debe instalar, operar y almacenar en una habitación con una superficie de suelo superior a 11 m <sup>2</sup>			
Importador: Frigicoll SA CL. BLASCO DE GARAYNo4-6 08960 SANT JUST DESVERNBARCELONA 08960 Spain Fabricante: Frigicoll SA CL. BLASCO DE GARAYNo4-6 08960 SANT JUST DESVERNBARCELONA 08960 Spain			
 <b>Kaysun</b>			

- 2) The affected Products Serial number 4<sup>th</sup> to 11<sup>th</sup> digits must be 77614301 or 77614201:



### 5. Measures taken

In addition to our root cause analysis, we ordered a sales stop and blocked our stocks for further sales.

Together with our supplier we will take all necessary measures to ensure that the defect is eliminated in the future and to avoid further incidents.

### 6. Precautionary measures to be taken

We rely on your cooperation and urge you to take the following precautionary measures as soon as possible:

- a. In case you still have some units in stock (they were sold two years ago) Immediately stop the distribution of the Products and block the Products in your warehouses and report the type and number of Products you have on stock directly to us via email.

Upon your report we will evaluate the next steps and initiate these quickly and efficiently.

- b. Inform your customers and your employees about this matter.  
To speed up and simplify the process and to ensure an aligned information, you may inform your employees using this letter.  
For your customers, please find attached a sample letter for your use as well as a notice information to be published in your shops.
- c. Please also make this information available on your website in a suitable manner.
- d. Please evaluate whether the Products reported by your customers are the affected Products and inform us accordingly.
- e. We will take the next steps quickly and without complications.

We ask you to please take the above steps immediately.

We would like to point out that you being the distributor are legally obliged to take precautionary measures in accordance with the requirements of the Product Safety Directive 2001/95/EC and applicable national laws.

Should you have any questions or comments, please contact us. We regret the inconvenience and hope for your understanding.

**Eduardo Romano**

Business Unit Manager

HVAC & Energy

Frigicoll S.A.

[www.frigicoll.com](http://www.frigicoll.com)

[www.kaysun.es](http://www.kaysun.es) / [www.kaysun.fr](http://www.kaysun.fr)

