



Dunlop®
Protective Footwear LLC

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DATE: 06/01/2020
NOTICE: HAZMAX Protective Footwear, Item 87012, Lot #9491 Size 15 Only Recall

Dear Valued Customer,

Regretfully, I am contacting you to share an issue identified on our HAZMAX size 15 lot 9491. Due to a variation in our production process Dunlop Protective Footwear is recalling the HAZMAX size 15 lot #9491. It has been identified that the heel location of the steel protective plate had the potential to shift outside of the products specification. This potential movement occurs on a random basis but can allow a plate shift up to 5 mm (0.2 in) greater than the CSA standard allows. In total 355 pairs of size 15 were shipped between 12/03/2019 and 01/22/2020 from lot #9491. For verification purposes only, this product maintains the NFPA and ASTM Standards certification as displayed.

You have been identified as a recipient of this suspect product and are requested to review and respond to the following:

- Complete a review of your HAZMAX, Item 87012, size 15 inventory and quarantine any stock of size 15 remaining from LOT #9491 (note- the lot number is located on the inside of all HAZMAX boots produced and the first four digits represent the lot number in question).
- Review sales records to determine which customers have received Size 15 boots from this lot 9491.
- Please contact your Dunlop customer service representative with the findings from item #1 and 2. Please note that all suspect product will be replaced at no cost to you with certified replacements.
 - US Customer Service: 800-365-2282 or csd-usa@dunlopboots.com

Dunlop Protective Footwear is fully committed to your safety and we take this matter very seriously. A validated Corrective action has been implemented to ensure no repeat occurrences. Please contact your customer service representative with any questions and/or concerns present.

Sincerely,
Chad Henige
Director of Operations
Dunlop Protective Footwear