

# Recall 2100-Alpha and 2100-Beta and Junior-Set-A

Jul 2014



2100-ALPHA HVAC

## IMPORTANT PRODUCT SAFETY RECALL NOTICE

Dear Beha-Amprobe Customer,

Beha-Amprobe takes pride in manufacturing electronic test tools of the highest standards of product safety and quality. For this reason Beha-Amprobe is voluntarily recalling the Two Pole testers sold to the market on or after February 12, 2014 with serial numbers between 2658 0001 and 2785 9999:

- 2100-Alpha (Cat No 4312495)
- 2100-Beta (Cat No. 4312508)
- Junior-Set-A (Kat Nr. 4460579) containing the 2100-Alpha tester (only 2100-Alpha tester is under recall, all other products in the kit are safe to use.)

### STOP USING THESE PRODUCTS IMMEDIATELY!!!

These meters have defective enclosures that may crack and compromise the protective insulation, which can pose a risk of shock, thermal burn hazard or electrocution.

All other products of this series with lower or higher serial numbers are not affected by this problem and are safe to use and sell.

### Description of the Problem

Through our standard quality assurance tests we have discovered a batch of enclosures with a material defect that may crack over time, compromising the protective insulation of the meter. This can pose a risk

of shock, thermal burn hazard or electrocution, which could result in injury or death. We want all of these meters returned to Beha-Amprobe for immediate replacement at no charge to the customer.

**ACTIONS:**

1. Please stop using 2100-Alpha and 2100-Beta immediately to verify if your products is under recall
2. Check the 8 digit serial number of the product located on the back enclosure next to the barcode (see below)
3. a. If the serial number of your product is between 2658 0001 and 2785 9999 please go to this **RECALL FORM** and register your product for free replacement  
b. If the serial number of your product is outside of range 2658 0001 and 2785 9999 your products is safe to use and it is not a part of this recall

Upon registration you will receive an email with a printable, pre-paid and pre-addressed shipping label, a tracking number and a phone number to schedule a product pickup. Place the label on your shipping box and call provided phone number to schedule a pickup. You should receive your free replacement product in 1 till 2 weeks from the pickup date.

**[GO TO RECALL FORM](#)**

We recognize that a recall inconveniences our customers and we are committed to replacement products with minimal disruption for you. Please communicate the content of this letter within your company as appropriate and branch locations if applicable.

Please accept our most sincere apologies for any inconvenience caused by this action.