

## **Kansi folding bike product recall – 1twenty, 3twenty, 9twenty**

**5<sup>th</sup> July 2011**

Dear Kansi Customer

I would like to thank you for your patience following our initial communication on 1<sup>st</sup> July where we advised you to stop using your Kansi bike. As we promised, we said we would communicate to you week commencing 4<sup>th</sup> July and I am now writing to inform you that we are conducting a product recall.

Even though Kansi frames have exceeded the CEN testing standard, we have been made aware of a frame failure issue and whilst this has only affected 2 bikes we believe the most responsible action is to recall all Kansi frames. This affects all Kansi frames and their serial numbers are:

### **Clarification of models affected:**

Model	Serial Number	Year
Kansi 1twenty	AR1005***** AR1008***** AR1011*****	2010 - 2011
Kansi 3twenty	AR1005***** AR1008***** AR1011*****	2010 - 2011
Kansi 9twenty	AR1005***** AR1008***** AR1011*****	2010 - 2011

### **How to identify your serial number**

The serial number of the frame is located under the bottom bracket of your frame. If the serial number has one of the 3 prefixes as stated above this confirms that it is included in this recall.

### **What to do next**

We understand that this is inconvenient for you and in order to make this situation as easy as possible we will give you your money back or if you would like to wait for a replacement product, we'll give you a voucher for a free replacement. In the meantime we ask you to do the following:

1. Please continue to refrain from using your Kansi bike.
2. We will attempt to contact you to confirm you are aware of the issue & advise you to return your bike to the shop where you purchased it.
3. The shop can offer you a free voucher for a replacement Kansi bike or a full refund.
4. The shop will then return your bike to us.

We apologise again for the inconvenience caused by this recall and appreciate your assistance in this matter. We aim to make this process as smooth as possible for you. If you have any questions regarding this process please contact me using the details below.

Yours faithfully

Sharon Danes  
Customer Services Manager tel: 01727 792623  
customerservices@kansi.co.uk  
[www.kansi.co.uk](http://www.kansi.co.uk)