

RECALL NOTICE

The Eastwood Company
Rockwood Multi-Function Power Pack
Item # 30554



Battery pack can burst during charging, posing a fire hazard to consumers.

For a full refund call our toll free number:
800-345-1178

<http://www.eastwood.com>

This recall is being conducted in cooperation with
the U.S. Consumer Product Safety Commission.

Post until: **June 3, 2016**

Customer Service F.A.Q. and Answers

Q. Why is the firm conducting this recall?

- A. We are conducting this recall to keep our customers safe and prevent injuries by removing the problem products.

Q. How can I tell if my Rockwood Multi-Function Power Pack is affected by the recall?

- A. All Rockwood Multi-Function Power Packs sold by The Eastwood Company are affected by the recall. It is Item #30554. The item number appears on the packaging. The batteries are in a 5-3/4" x 3-1/8" x 1-1/8" [16mm x 79mm x 29mm] rectangular black plastic case. The name "Rockwood" is displayed in white characters on the top face directly above an "on/off" button and a white printed battery icon. A large 4-1/2" x 2" [114mm x 50mm] affixed, yellow and white "Danger!" label is attached to the bottom face. Prominent raised ribs encircle three sides. The fourth side contains four plug-in ports, with one having a hinged rubber cover. In addition, one of the ribbed sides includes a recessed LED flashlight.

Q. How can I take advantage of the recall?

- A. Call our toll free number 800-345-1178. At the menu prompt press 3 for returns. A customer service representative will talk to you and arrange to have the Power Pack picked up at our cost. You will receive a package containing shipping materials and detailed step-by-step instructions on how to prepare the Power Pack for shipping.

Q. What is the problem with my Multi-Function Power Pack?

- A. The power pack can burst open during charging causing a fire hazard.

Q. *My power pack appears to be operating okay. Can I continue to use it?*

A. No. Even though your product appears to be safe, we are asking all customers to immediately stop using the product and participate in the recall by returning the product to us for a full refund.

Q. *I no longer have the receipt for the product. Can I still return it?*

A. Yes. You can still return the product without a receipt. Call the toll free number and a customer service representative will assist you with the return and refund.

Q. *Will I receive a refund for the product?*

A. Yes. You will receive a full refund for the purchase price of the product plus postage (*if mail product is mailed to firm*).