



FIRST RESPONDER PRODUCTS

## Corrective Action Notification – EV1 Traditional Helmet

Date: February 12, 2024

Product Communication

Regions Affected: North America

### Customer Notice

Dear Valued Customer and Colleagues,

You have been identified as a customer that has potentially purchased Honeywell EV1 Traditional Helmets which may be subject to this Corrective Action Notification. During recent annual certification testing, flame resistance test results for EV1 Traditional Helmets were non-compliant with the applicable standards of NFPA 1971-2018. However, all other testing requirements were met. A cross-functional team was assembled to investigate the testing results and subsequent third-party testing using a methodology that is more rigorous than the NFPA requirement found a low likelihood of flame resistance issues.

Because of these certification testing results, and out of an abundance of caution, Honeywell stopped production of EV1 Traditional Helmets. The helmets in question have a manufacturing date from September 1, 2021 through December 31, 2023.

Based on these findings and availability of a new, alternative product with the same general design but improved features, we are transitioning to our new Ben 3 Helmets which are also certified to NFPA 1971-2018. For customers that have EV1 Traditional Helmets with manufacture dates of September 1, 2021, or later, you can return your affected EV1 Traditional Helmet to Honeywell for a full-in kind replacement with the Ben 3 Helmet free of charge.

To determine if you have a helmet affected by this Corrective Action Notification, invert the helmet so that it is upside down and examine the product label found on the interior side of your helmet.

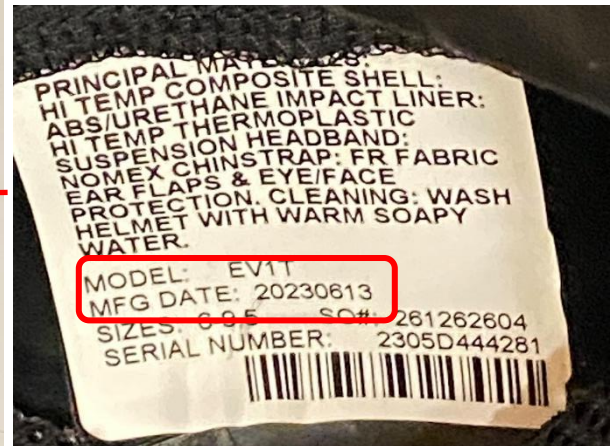
- The product label is on the center back side of the interior shell underneath the nape device (the back part of the helmet's suspension).
- At the bottom of the label, you should see the model number "EV1T."

- Under that line is the manufacturer date in eight digit format, where the first four number are the year, the second two numbers are the month, and the last two numbers of the day.

The photographs on the following page show an example of EV1 Traditional Helmet where the provided manufacturing date is “20230613” or June 13, 2013.



Position of product label on helmet shell interior



Manufacturing date

**20230613**

Year Month Day

**Photograph of Inverted EV1 Traditional Helmet**

**Detail on Product Label of EV1 Traditional Helmet**

If your helmet is the correct model and with a manufacture date of September 1, 2021 or later, you can return the helmet for a Ben 3 Helmet replacement by following the instructions below:

1. For a free of charge replacement order, contact the Honeywell Customer Support Team at 800-688-6148 or HFRPSupport@Honeywell.com within 60 days of receipt of this letter with the quantity of helmets affected and proof of those helmets meeting the above requirement. Proof could include: (a) a photograph of your helmet that clearly shows the product label with the model and manufacture date or (b) an invoice or order number for your original

purchase of the helmet. If you cannot find the label or if the label has come off from your helmet, contact Honeywell Customer Support for assistance.

2. Contact HFR Repair at [RepairHFRP@Honeywell.com](mailto:RepairHFRP@Honeywell.com) for a return merchandise authorization (RMA) for return of affected helmets.
3. Return helmets as instructed and provide tracking information with the RMA to Honeywell using the provided shipping address and label.

Please note, our request for return of the affected EV1 Traditional Helmets is based on the non-compliance with testing of a specific flame resistance requirement under NFPA 1971-2018. While prior testing of EV1 Traditional Helmets has shown the helmets comply with NFPA requirements, Honeywell is advising you to stop using the affected EV1 Traditional Helmets and requesting return as outlined above. If you have any questions, please contact your Honeywell sales representative.

For distributors, please pass this communication along to any end-users you have sold helmets to with a potential manufacturing date from September 1, 2021 through December 31, 2023.

Best regards,



**Nancy Owens**

Sr. Product Manager

Honeywell First Responder Products