



**CHARLES
OWEN**
◆ ESTABLISHED 1911 ◆



Product Recall Announcement

The Directors of COMFG Ltd (trading as “Charles Owen”) wish to record and in doing so advise that the Medium size Halo Riding Helmet as identified below, is to be recalled with immediate effect.

| | |
|------------------------|--------------------------------|
| Product | Halo & Halo Luxe Riding Helmet |
| Size | Medium, size range HM55: HM58 |
| Colours / Style | All |
| Serial / Batch numbers | |

63752 62483 62490 62487 62485 62484 64796 64810 64799 64801 64804
 64805 64806 62493 62489 62482 65390 65016 65013 65014 64865 69360
 72590 72591 71461 69359 69362 69363 71458 71452 73339 73340 73230
 73231 73232 71456 71457 71459 71462 71463 71464 71466 71467 71468
 71475 73448 73453 73457 73459 73543 71469 71477 73444 73446 73447
 73449 73450 73451 73452 73454 73456 73458 73460 73474 68014 73473
 73478 73445 73461 73462 73463 73464 73465 73470 73471 73472 73475
 73476 73477 73479 67994 67996 68007 68010 68011 68012 68017 68018
 68019 68022 68027 68009 73258 71450 71451 71454 71465 71470 71472
 71474 71476 71478 71479 71482 71483 71486 71487 71488 71489 73455
 73852 73849 68021 68025 71453 74570 74586 74590 74678 74679 74681
 74683 74684 74685 74689 74691 74692 74877 74878 74880 67997 68008
 73257 73260 71460 71481 71484 74440 74451 74452 74453 74456 74469
 74573 74589 74593 74615 74458 67993

The helmet was originally subject to, and passed, the following standards and tests;

PAS 015:2011 (Including VG1)

BSI report number: - 253/3318455 full type approval date 16/02/2021

EU type examination certificate No CE 700959

Which includes: - general construction, retention system, area of protection, shock absorption flat and hazard anvils, penetration, retention system strength/ effectiveness,

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Durability of quick- release mechanisms, stability of helmet, lateral deformation, peak deflection, durability of marking.

ASTM F1163:15

Report number: - R10674-A, R10659, R10739 for Initial certification Date 15/12/20

Which includes: -, retention system, shock absorption flat and hazard anvils, durability of marking

However, upon further testing, a potential fault was found in a small sample which could mean, under some conditions, the inner of the element might detach from the shell.

Please note that this recall does not apply to Small or Large Halo Riding Helmets which are not subject to the potential fault.

All of the helmets noted above are to be recalled and returned to the point of sale.

The company will replace each helmet with a new helmet at no cost to the user.

The new helmet has been modified to correct the potential fault.

Chris Cummings
For and on behalf of COMFG Ltd



Dear Customer

Product Recall

Please find attached to this email a note setting out a Product Recall issued by the Directors of COMFG Ltd on 16th September 2021.

Please can you take a moment to read the announcement and fully understand the nature of the recall.

Thank You.

Charles Owen has been making hats for 110 years.

We are rightly proud of all we have done in relation to safety for riders and of the way in which we have played our part in driving standards of riding helmet design and manufacture.

With both the safety of riders and of our reputation as industry leaders in terms of safety at the forefront, we write today to advise you that upon further examination of the Medium Halo Riding Helmet that we have identified a potential fault as part of the continuous review of what we do.

The fault occurred in a small number of helmets (less than 10%).

As a consequence, we have tested all of our Halo helmets rigorously in the last few days and have an extensive risk analysis of each helmet under riding conditions that we can simulate in order to test each helmet in accordance with the relevant standards

Specifically, we can advise as follows;

1. The fault occurred in Medium Helmets only
2. The fault does not occur in either the Small or Large Helmet

You will be pleased to note that we have remedied the issue which was the cause of the potential fault and have manufactured Medium Halo Helmets in the last few days which are free of the potential fault.

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Your retailer will be supply you with a new helmet which is free of the defect at no cost to you. The new products will be sent to your retailer by express courier / airfreight in the next few days in order that as each product is recalled they can supply you with a replacement helmet.

The Board of COMFG Ltd (trading as “Charles Owen”) regret the inconvenience of the product recall. However, as a Board of Directors, we have acted as we have because we fully understand our responsibility to you to ensure our products are safe such that you can be confident in the riding helmets which we supply.

Our commitment to safety and to the confidence which you place in Charles Owen will always ensure that we will not hesitate to recall any product which fails to meet the highest of standards and at whatever the cost to Charles Owen.

This is because your safety and our reputation to excel in matters of safety is, and has always been, our prime focus and is the foundation of what we do and have done for 110 years.

Our disappointment at having to issue a recall notice is tempered only by the fact that no matter how small the potential risk to a rider, the cost to the business is far outweighed by the significance and importance of the health and welfare of rider who relies upon our product.

We thank you for your understanding and hope that you are able to assist in ensuring that the product recall can be carried out quickly and efficiently.

Chris Cummings
For and on behalf of COMFG Ltd



Dear Retailer

Product Recall

Please find attached to this email a note setting out a Product Recall issued by the Directors of COMFG Ltd on 16th September 2021.

Before addressing the reason for the recall and the way in which the recall impacts upon you and your customer, please can you take a moment to read the announcement and fully understand the nature of the recall so that you are able to assist your customers accordingly.

Thank You.

Charles Owen has been making hats for 110 years.

We are rightly proud of all we have done in relation to safety for riders and of the way in which we have played our part in driving standards of riding helmet design and manufacture.

With both the safety of riders and of our reputation as industry leaders in terms of safety at the forefront, we write today to advise you, and in turn your customers, that upon further examination of the Medium Halo Riding Helmet that we have identified a potential fault as part of the continuous review of what we do.

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As a consequence, we have tested all of our Halo helmets rigorously in the last few days and have an extensive risk analysis of each helmet under riding conditions that we can simulate in order to test each helmet in accordance with the relevant standards.

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Each of your customers will be supplied with a new helmet which is free of the defect at no cost to you or to your customer. The new products will be sent to you by express courier / airfreight in the next few days in order that as each product is recalled you can supply a replacement helmet.

In order to address the issue of the recall of helmets and in particular to reassure you and your customers of the safety of the Medium Halo Riding Helmet, I attach two further notes;

1. The first sets out the recall process which you should adopt.
2. The second sets out a note which you should forward to your customer.

The Board of COMFG Ltd (trading as “Charles Owen”) regret the inconvenience of the product recall both to you and your customer. However, as a Board of Directors, we have acted as we have because we fully understand our responsibility to both you and in particular your customers to ensure our products are safe such that both you and your customers can be confident in the riding helmets which we supply.

Our commitment to safety and to the confidence which you and your customers place in Charles Owen will always ensure that we will not hesitate to recall any product which fails to meet the highest of standards and at whatever the cost to Charles Owen.

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We thank you for your understanding and hope that you are able to assist in ensuring that the product recall can be carried out quickly and efficiently.



Chris Cummings
For and on behalf of COMFG Ltd