

## FAQs Due to the Recall of Optimus Multifuel Stoves

### Nova and Nova+

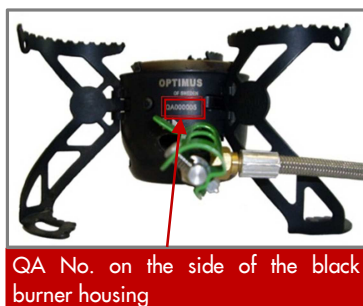
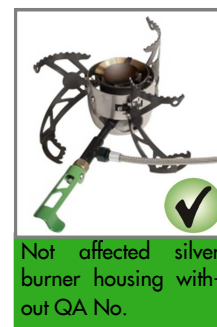
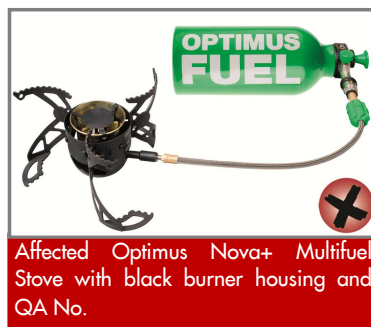
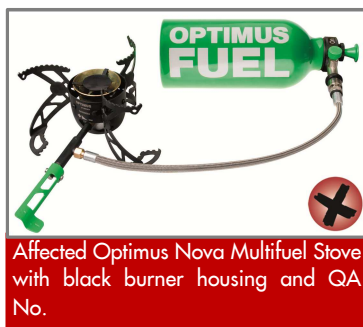
#### 1. Which products are affected by the recall?

The following products are affected by the recall:

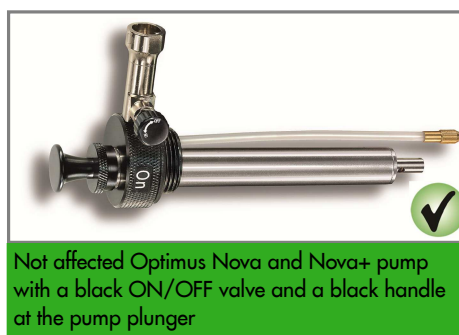
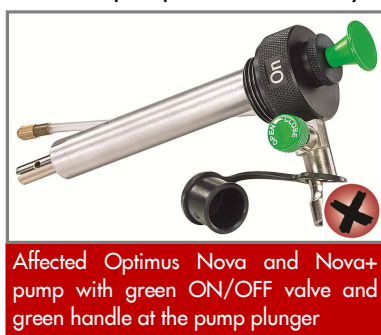
- Optimus Nova Multifuel Stove (Art. No. 8016276)
- Optimus Nova+ Multifuel Stove (Art. No. 8016277)
- Optimus Pump for Nova and Nova+ (Art. No. 8017904)
- Optimus Nova and Nova+ Spare Parts Set Light (Art. No. 8016305 + 8520)
- Optimus Nova and Nova+ Spare Parts Set (Art. No. 8017632 + 8511).

You will find the Art. No. on the product packaging.

All affected Multifuel Stoves have a black burner housing and a QA No. between QA000011 and QA007313. **Nova and Nova+ Stoves with a silver burner housing do not have any QA No. and are not affected by this recall.** The recalled stoves and pumps were sold at outdoor and sporting goods retailers and on the internet between January 2009 and September 2010.



The affected pumps have a green ON/OFF fuel supply valve and a green handle at the pump plunger. No other pumps are affected by this recall.



## 2. What exactly is the cause of this recall?

As a result of the receipt of a number of reports of fuel leakage in the field and after quality assurance analysis, Katadyn Products Inc. has decided to voluntarily recall some Optimus Nova and Optimus Nova+ Multifuel Expedition Stoves. The following problem was detected on the above-mentioned stoves: A sharp edge of the quick coupling and the ON/OFF fuel supply valves may cause the O-rings in these valves to become damaged. In addition the O-rings used in the fuel hose and in the ON/OFF valve on some stoves can expand when using certain kinds of fuel. Lastly, some Nova stoves of the latest production lots may have fuel hoses which are not completely crimped and could get detached. One or more of these problems can cause fuel leakage and thus pose a fire hazard to consumers.

## 3. What effect do these problems have on the performance of the stove?

The damaged O-rings may cause fuel leakage and therefore pose a fire hazard to consumers. A stove with damaged O-rings must not be used until it has been repaired.

Nova stoves with fuel hoses which are not completely crimped could also cause fuel leakage and thus pose a fire hazard to consumers.

## 4. Can the problem be detected by consumers by looking at the stove?

Unfortunately, it is not possible to visually distinguish acceptable stoves from potentially hazardous stoves. All Nova and Nova+ stoves produced between January 2009 and June 2010 will be recalled. Owners of such stoves are being asked to immediately stop using the product and contact us for replacement parts. Nova and Nova+ Stoves with a silver burner housing do not have any QA No. and are not affected by this recall.

## 5. Is it possible for consumers to repair the stove?

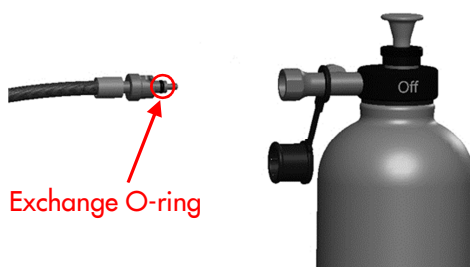
As consumers cannot see whether or not the pump of the stove has a sharp edge, the problem can only be corrected by Katadyn Products Inc. However, customers can replace the damaged O-ring at the end of the fuel hose as soon as they have received a replacement pump from Katadyn.

Fuel hoses of Nova stoves which are not completely crimped cannot be fixed by the consumer and they will receive a replacement hose from Katadyn. All customers owning a product affected by the recall are being asked to contact Katadyn Products Inc. in Switzerland.

## 6. What is Katadyn Products Inc. doing to correct the problem?

Katadyn Products Inc. will replace the pumps of the affected Multifuel Stoves and provide new O-rings for the end of the fuel hose. This O-ring can be very easily replaced by the customer. Customers with a Nova stove who find the crimping of the fuel hose to be turning will receive a new hose. Since the number of

replacement pumps and replacement fuel hoses are limited, immediate returns cannot be guaranteed. Katadyn offers its apologies to all persons affected by any inconvenience.



As part of its continuous quality assurance efforts and as a result of the problems that have occurred, production of the Optimus Stove has already been transferred to a well-known and trustworthy supplier of Katadyn Products Inc.

## 7. What must I do to get my recalled product repaired?

Contact Katadyn Products Inc. either by phone using the toll-free phone number +800 67 84 68 70 Monday through Friday from 8 a.m. to 12.00 a.m. and 1.30 p.m. to 5 p.m. CET or by using the registration form on the Optimus website at [www.optimusstoves.com/en/service/nova-recall](http://www.optimusstoves.com/en/service/nova-recall). We will then contact you and inform you about the next steps.

**8. How can a consumer see whether their stove has been reworked?**

All stoves and pumps that were returned to us for reworking bear a marking confirming that the product satisfies the required safety standards.

**9. When will I as an owner of a recalled stove receive replacement parts?**

The replacement of the required parts will be initiated as soon as you have filed your claim with Katadyn Products Inc. Please contact Katadyn Products Inc. in Switzerland using the toll-free phone number +800 67 84 68 70 Monday through Friday from 8 a.m. to 12.00 a.m. and 1.30 p.m. to 5 p.m. CET. You may also complete an internet questionnaire on the Optimus website at [www.optimusstoves.com/en/service/nova-recall](http://www.optimusstoves.com/en/service/nova-recall) and we will then immediately contact you.

**10. I have purchased the stove for a vacation trip in the near future and need it urgently. Will I receive a replacement?**

As soon as you have filed your claim with Katadyn Products Inc., we will do everything to send you a new stove as soon as possible.

**11. What warranty period will apply to my stove that has received replacement parts?**

The warranty will restart after replacement of the damaged parts.

**12. Are any other products of the Optimus brand affected by the recall?**

No, the recall concerns only the products listed in question 1.

**13. What is the customer service address?**

**Katadyn Products Inc.**

Birkenweg 4

8304 Wallisellen/Switzerland

Toll-free +800 67 84 68 70

Email: [optimus.nova@katadyn.ch](mailto:optimus.nova@katadyn.ch)

Internet: [www.optimusstoves.com](http://www.optimusstoves.com)