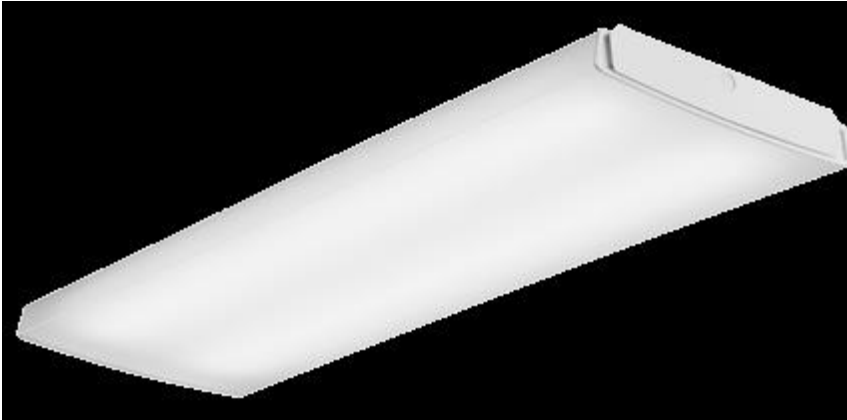


## LBL4W LED RECALL FAQ

### Background

Lithonia Lighting has received reports that the plastic lenses have fallen from LBL4W LED fixtures manufactured between February 2016 and March 2017. No injuries have been reported.

Lithonia Lighting has determined that the lenses fell because the lens were not manufactured correctly. This prevented some lenses from being secured to the fixtures. The LBL4W LED fixture is pictured below.



### Corrective Action

Lithonia Lighting is offering customers free replacement lens. This is being done in the form of a voluntary recall in cooperation with the U.S. Consumer Product Safety Commission.

**Consumer Contact:** Lithonia Lighting toll-free at 888-876-4181 from 8 a.m. to 5 p.m. ET Monday through Friday or online at [www.lithonia.com](http://www.lithonia.com) and click on “LBL4W LED Recall” on the left side of the page for more information.

#### 1. Why are you doing this?

- a. Lithonia Lighting discovered a manufacturing issue in which the lens was not properly engaged. Upon further review, it was discovered that in some batch runs the lenses were not being manufactured correctly.

#### 2. How is this corrected as of March 2017?

- a. Go-No-Go gauges were instituted at the lens manufacturing facility.

- b. Additional standard work was put in place to ensure proper assembly and extra line testing was implemented.

**3. What is Lithonia Lighting doing to address this problem?**

- a. Lithonia Lighting is notifying customers and providing free replacement lenses for the potentially affected fixtures.

**4. Is Lithonia Lighting doing a recall?**

- a. Yes. Lithonia Lighting is conducting a voluntary recall in cooperation with the U.S. Consumer Product Safety Commission to supply a free replacement lens.

**5. What products are specifically involved?**

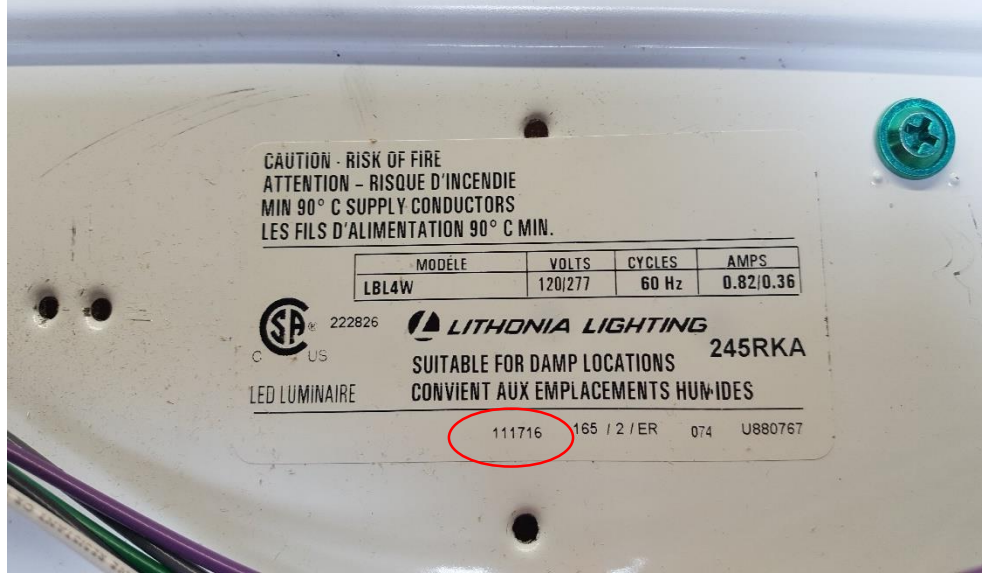
- a. The LBL4W LED fixture only.

**6. What is the date range for the product involved?**

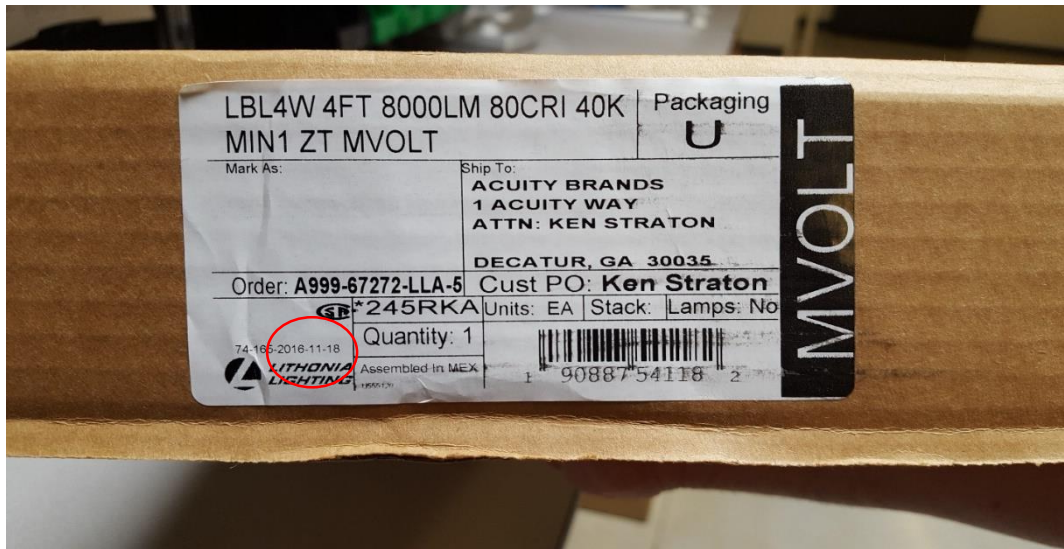
- a. LBL4W LED fixtures manufactured and shipped between February 2016 and March 2017.

**7. How do I tell if my unit is affected?**

- a. These fixtures can be identified by the date code on the labels on the fixture and the box.



The date code on the fixture's housing's label is in a MM/DD/YY format.



The date code on the packaging is in a YYYY/MM/DD format.

- b. Inspected and corrected units are marked with a green label. Product containing the correct lens is marked with a green square on the box.



**8. Is this a safety issue?**

- a. While there have been no reported injuries, a falling lens could be a hazard.

**9. Have there been any reported property damage or personal injuries related to this issue?**

- a. Other than broken lenses, we have had no reports of property damage or personal injuries.

**10. When are the new lenses available?**

- a. New lenses are available for shipment, but with a lead time of approximately one week.

**11. Do the new lenses come with a warranty?**

- a. We do not offer warranties on component parts but rather the fixture itself. Please visit the Lithonia Lighting website for complete warranty information.

**12. Is there a charge for the replacement lens?**

- a. There is no charge for the replacement lens.

**13. Can I get a different Lithonia product to replace my LBL4W LED fixture?**

- a. Yes, but charges may apply.

**14. Can I get a competitor's product?**

- a. We only provide authorized Lithonia Lighting products.

**15. If I want to return affected product for a full refund, can this be done?**

- a. No.

**16. What should I do if I have other questions about this product?**

- a. We welcome every opportunity to assist you. Should you have questions that are unrelated to this recall, please contact us at (800) 858-7763.

