

FAQ

January 10th 2020 - Copenhagen

(English version)

Questions and answers regarding the recall of 'Child Seat for Two' (Item no. 0360).

1) Why is the Child Seat for Two (Item no. 0360) recalled?

Within a short time frame, Butchers & Bicycles have received information about three incidents, where the 'Child Seat for Two' (Item no. 0360) broke in the mounting zone under emergency braking or collision causing the seat to partially or fully detach from the cargo box. No injuries have been reported from the incidents. Tests and controls have shown that the incidents have occurred, because the material thickness in the mounting zone of the 'Child Seat for Two' (Item no. 0360) has been thinner than specified. This is due to a manufacturing error at our 'Child seat for Two' (Item no. 0360) supplier. As the safety of our cargo bikes and their riders is of the highest priority for us, we have deemed it necessary to do a product recall on all sold items between July 2018 to December 2019.

2) Which products are affected?

All of the "Child Seat for Two (Item no. 0360)" sold between July 2018 and December 2019 are affected by this recall.

3) Has this happened many times?

We have three reported incidents, which are three too many.

4) What should I do if I have this child seat in my cargo bike?

Due to safety reasons, you must not use the child seat before a safety upgrade is installed. Contact the dealer where you purchased the bike. They will be able to install the safety upgrade to eliminate the risk of similar incidents. We will make notice on <https://butchersandbicycles.odoo.com/recall> when the safety kits have been shipped to dealers.

5) How can I trust the child seat to be safe after the upgrade?

Due to a manufacturing error from our supplier, the material thickness in the mounting zone has been thinner than specified. Butchers & Bicycles are solving this issue with a safety upgrade. The safety upgrade consists of adding stainless steel bars in the mounting zone and bolting these directly into the bicycle frame.

6) Can I still ride my cargo bike without using the child seat?

Yes, the performance and safety of the cargo bike itself are not affected by this issue and the bike can be ridden as normal without using the child seat.

7) What if I never exceed the max weight limit of 44 kg (2x22 kg) that is the specified max load for the child seat?

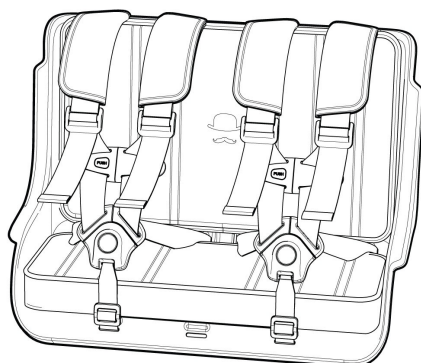
The product specification should always be followed, but due to safety reasons, the seat is still affected by the recall.

8) Will the seat then be able to carry more weight after the safety upgrade?

No, the maximum allowed weight limit is still 44 Kg (2x22 Kg).

9) If I don't remember when I purchased the product, how can I find out whether my child seat is affected and needs to be turned in?

If your child seat looks like the product image below, it is the model affected by the recall. If you are still in doubt please email us a picture of your child seat to support@butchersandbicycles.com



10) Why is this recall performed now?

Within a short time frame, Butchers & Bicycles have received information about three incidents, where the Child Seat for Two (Item no. 0360) broke in the mounting zone under emergency braking or collision causing the seat to partially or fully detach from the cargo box. No injuries have been reported from the incidents. Tests and controls have shown that the incidents have occurred, because the material thickness in the mounting zone of the 'Child Seat for Two' (Item no. 0360) has been thinner than specified. This is due to a manufacturing error at our 'Child seat for Two' (Item no. 0360) supplier. As the safety of our cargo bikes and their riders is of the highest priority for us, we have deemed it necessary to do a product recall.

11) I have not experienced any problems with my child seat. Can I continue using it?

No. Due to safety reasons, the seat must not be used before a safety upgrade has been installed.

12) Can I choose something else or a different seat?

Sorry, no. The only option is a safety upgrade of the child seat.

13) When can the safety upgrade be installed?

Butchers & Bicycles will distribute the safety upgrade kits to dealers at the end of January. Unfortunately, an earlier safety upgrade is not possible due to material procurement, production and tests.

14) Will I have to bear the costs?

No, the safety upgrade will be free of charge. However, unfortunately, we cannot compensate for any travel expenses to or from the dealer.

15) Do I have to turn in the bike at the same dealer I bought it?

We strongly recommend you to return it to the same dealer since he/she was informed by us about this recall in advance. Dealers, who have sold the product will receive information about how to install the safety upgrade. If visiting your dealer is not possible please send an email to support@butchersandbicycles.com

16) I don't want my child seat to be upgraded. What shall I do?

The child seat cannot be used any longer without the safety upgrade. Butchers & Bicycles will not assume any liability for damages due to continued use of the 'Child Seat for Two' (Item no. 0360) after this notification.

17) Can I install the safety upgrade myself?

We recommend having your dealer perform the safety upgrade. If this is not possible you can request a safety upgrade kit to be sent to your private address including instructions on how to install it. If you prefer this please send an email to support@butchersandbicycles.com. However, Butchers & Bicycles does not assume any liability in respect of safety upgrade made by yourself.

18) How can I be sure that the safety upgrade on my child seat was properly installed?

The specialist dealer is obliged to document the safety upgrade including frame number and to report it to Butchers & Bicycles when completed.

19) How will the safety upgrade affect the warranty on the child seat?

The safety upgrade will not affect the original warranty of your child seat extended by your dealer.

20) I re-sold my MK1-E with the affected seat model. What should I do?

Please help us and inform the buyer about the product recall.

21) I bought the bike second hand. Who should I contact?

In this case please visit our website and locate the closest dealer and contact them. If that for some reason is not possible, please contact us directly via phone on +45 71 99 88 08 or email to support@butchersandbicycles.com.

22) Can I just bring the seat to my dealer without the bike?

No. You have to bring both seat and bike to the dealer, as the safety upgrade requires access to all parts.

23) Who shall I contact for further information?

Contact your dealer for further information. Or contact Butchers & Bicycles via phone +45 71 99 88 08 or email to support@butchersandbicycles.com