



Product Advisory

11/08/2022

Yale Fingerprint Safe
(Yale-PA-2022-01v2)

OVERVIEW

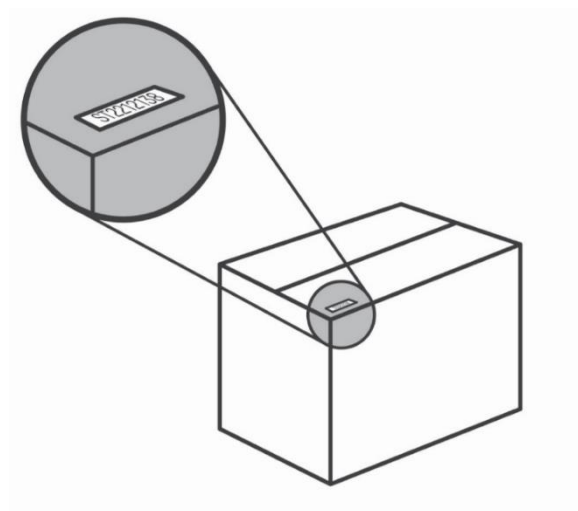
We would like to notify you that we have identified a potential quality issue in a restricted number of the Yale Fingerprint Safe.

Corrective action is required.

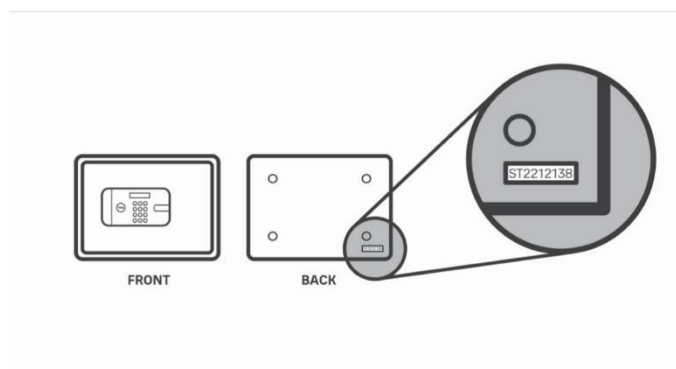
NEXT STEPS – RETAILERS AND CHANNEL PARTNERS

Please follow the steps below:

1. **Please check whether your stock contains one of the listed model numbers (refer to 'Table 1- Model Numbers' in appendix below).** The model number can be found on the product packaging, as well as on your purchase order or invoice.
2. **Please check whether you have any of the listed stock/batch numbers in your warehouse, in-store and/or in sales rooms/exhibits (refer to 'Table 2 – Stock/Batch Number' in appendix below).**
 - A. Find the stock/batch number, which is available on a label, stuck on the outside (top or bottom of the box). There is no need to open any of the boxes.



If the safe is out of the box (in Salesroom/exhibit), you can find the stock/batch number at the back of the safe:

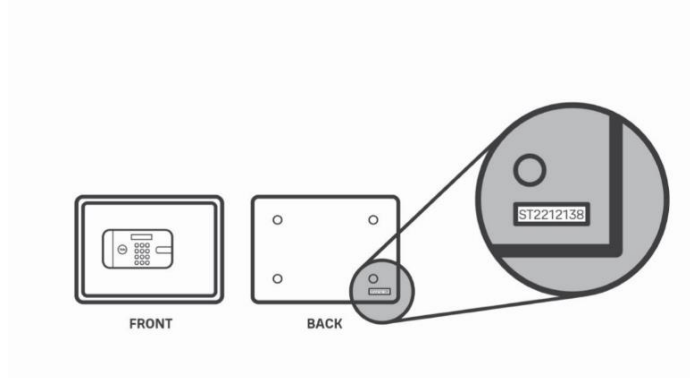


- B. All units with the stock/batch numbers listed in Table 2 should be quarantined until we collect the affected stock. Please do not sell any stock which has been identified through following steps '1' and '2' above.
- C. In case any boxes do not display a label (unlikely), please treat them as 'potentially affected' stock.
- D. Any other products with stock/batch numbers not mentioned in the list below can be considered unaffected by this potential quality issue and released for selling.
- E. Please contact us to confirm the quantity identified as potentially affected stock and we will arrange for collection. If this is not possible to identify your stock via steps '1' and '2' above, please provide us with the details of the overall stock and we will proceed with further instructions.
- F. Should you receive any customer complaints, please redirect them to Yale customer service: https://support.yalehome.com/en_gb/contact-us-BkB501zP
- G. Please contact end-users/consumers who purchased the product from you wherever possible, informing them of the issue and inviting them to contact the Yale Customer Service team to proceed.

NEXT STEPS – CONSUMERS

1. Please identify whether your product is listed in Appendix – **'Table 1- Model Numbers'**. The model number can be found on the original product packaging, as well as on your customer invoice.
2. If your model is listed, please check whether the stock/batch number is listed in **'Table 2 – Stock/Batch Numbers'** below.

This number can be found at the back of your safe:



If the stock/batch number on your Yale Fingerprint Safe matches any of the stock/batch numbers listed in the table below (**Appendix: Table 2 – Stock/Batch numbers**), please remove any valuables from it and contact our customer service by return and we will arrange a timely replacement.

Contact details for customer service: https://support.yalehome.com/en_gb/contact-us-BkB501zP

If your model number is not listed, you do not need to do anything.

OUR COMMITMENT TO YOU

We are committed to creating safe and reliable products. As part of that commitment, we consistently monitor, assess, and optimize our technology to better ensure the safety and security of our customers and products.

Do not hesitate to contact our Yale Team if you have any further questions or concerns.

Thank you for your continued support and trust in Yale products.

The Yale Team

APPENDIX

Table 1- Model Numbers

YLFM/200/EG1
YSFM/250/EG1
YSFM/400/EG1
YSFM/520/EG1
YLFB/200/EB1
YSFB/200/EB1
YSFB/250/EB1
YSFB/400/EB1

Table 2 – Stock/Batch numbers

ST2202005	2202005
ST2202010	2202010
ST2202016	2202016
ST2202104	2202104
ST2202123	2202123
ST2202139	2202139
ST2202148	2202148
ST2192253	2192253
ST2192341	2192341
ST2202041	2202041
ST2202070	2202070
ST2202155	2202155
ST2202183	2202183
ST2202215	2202215
ST2202252	2202252
ST2202300	2202300
ST2212010	2212010
ST2212053	2212053
ST2212061	2212061
ST2212098	2212098
ST2212138	2212138
ST2202304	2202304

REVISION HISTORY

REVISION	DATE	DESCRIPTION
1.0	10/08/2022	Initial publication of the advisory
2.0	12/08/2022	Updated stock/batch numbers list