

Technical Bulletin

Product Recall Notification: Whizard Versa Trimmer Power Cable Issue

Date: 1/28/25

Subject: Immediate Recall of Whizard Versa Trimmers Due to Power Cable Quality Issue

At Bettcher Industries, we pride ourselves on delivering products that meet the highest standards of quality and safety. Ensuring the well-being and satisfaction of our customers is our top priority. It is with these principles in mind that we continuously monitor and evaluate our products. When an issue arises, we take swift action to address it.

Out of an abundance of caution, and in keeping with our commitment to your safety and satisfaction, we are issuing a recall for Whizard Versa Trimmers manufactured from January 2025 and earlier. This decision was made to proactively resolve a quality concern related to the power cable. Your date of manufacture can be found on the label located on the power cord, see image below.



Through rigorous quality control measures, we have identified a potential defect in the power cables used in Whizard Versa units.

The faulty cables may:

Crack or split during use.

Cause sparking, which could lead to electric shock.

Pose a fire risk in extreme cases.

We recommend immediate cessation of use of the affected product to ensure your safety.

To address this issue, we are offering the following options to our customers:

1. Replacement Unit

Replacement units with upgraded power cables will be available in April 2025. As an offer of goodwill we will also provide a free additional blade with every unit.

OR

2. Full Refund

Customers may opt for a full refund of the purchase price.

Next Steps:

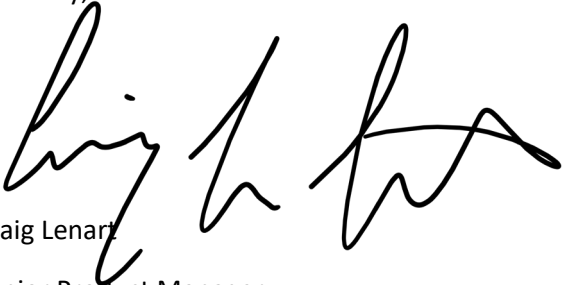
1. Stop using the affected product immediately.
2. Contact our customer support team to initiate the recall process.

We deeply regret any inconvenience this issue may cause. Your safety and trust in our brand are of the utmost importance to us, and we are committed to resolving this matter as quickly and efficiently as possible.

For further questions or to begin a return, please contact us directly at [sales@bettcher.com](mailto:sales@bettcher.com) or call 800-321-8763

Thank you for your understanding and cooperation.

Sincerely,



Craig Lenart

Senior Product Manager