



Product Recall Notice

Product Line:	XLR TOP female cable connectors	PRN Date:	July 18, 2019
		PRN/ECN/PDN-No:	#04-2019.USA

Affected products:

p/n
NC3FX-TOP
NC5FX-TOP

Attention:

Neutrik is recalling **NC3FX-TOP** and **NC5FX-TOP**, effective immediately.

This recall affects 100% of these products, both unused (not sold) and used (sold).

Cause:

Deviations in the locking mechanism have been detected which are beyond Neutrik's acceptable tolerances.

Next steps:

1. Immediately, stop selling and quarantine all **NC3FX-TOP** and **NC5FX-TOP** inventory.
2. To the extent practical, ask your customers to return their **NC3FX-TOP** and **NC5FX-TOP** parts to you, whether already used (terminated) or not.

For your customers who do not want to return their connectors (possibly because they have already terminated them), please collect their contact information and quantities purchased. For those customers, we will be able to offer no-charge retrofit housings at a later time.

(Feel free to forward this document to customers.)

3. Once your own inventory and your customer's returns are available, arrange a return for credit with your Neutrik USA Account Manager.
4. Please place an order for replacement inventory. Neutrik is expediting new production. We expect to be able to deliver corrected parts to you within 6-10 weeks.

Neutrik USA apologizes for this inconvenience. Thank you for your continued support.