

# BASF

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## Vector® Classic® insect light traps – Recall information

### Questions and Answers

BASF is voluntarily recalling a limited number of **Vector Classic** insect light traps manufactured between September 2012 and August 2014. Some of these units were manufactured with bulb holders that may contribute to electrical arcing, which may damage the bulb holders over time and pose a risk of fire. All units are equipped with bulb holders comprised of self-extinguishing plastic. However, for safety reasons, these units are being recalled. Note that this recall affects only some **Vector Classic** units, and does not apply to the **Vector Plasma**® line of products. The following question and answer catalog provides guidance on the recall procedure. If you have further questions, please contact AgSolutions® Customer Care at 1-877-371-BASF (2273) or [basf@basf-agsolutions.ca](mailto:basf@basf-agsolutions.ca).

**Q Which Vector products are being recalled?**

**A** **Vector Classic** is the only product involved in this recall. **Vector Plasma** traps are not affected.

**Q Why is BASF conducting this recall?**

**A** BASF is conducting this recall to keep our customers safe and to prevent injuries associated with a manufacturing defect in **Vector Classics** manufactured between September 2012 and August 2014.

**Q What is the problem with affected Vector Classic Insect Light Traps?**

**A** The fit between the bulb and the bulb holders in some units allows for a gap that may contribute to electrical arcing which may, damage the bulb holders over time and pose a risk of fire.

**Q How can I tell if my product is affected by the recall?**

**A** Affected units were manufactured between September 2012 and August 2014. Look at the serial code sticker on the catch tray of the product. If the serial code is within the range shown below, please register the product for recall.

### Serial code range

|                      |                      |
|----------------------|----------------------|
| 1130001 to 1131180   | 2130031 to 2131400   |
| 2140541 to 2143140   | 4125021 to 4125884   |
| 4131621 to 4132880   | 4132941 to 4133220   |
| 5132521 to 5133520   | 7140001 to 7140060   |
| 7140405 to 7140480   | 7140601 to 7141920   |
| 7141981 to 7142040   | 7142101 to 7142160   |
| 7142221 to 7142340   | 7142461 to 7142600   |
| 9120401 to 9122400   | 11131297 to 11131416 |
| 11131477 to 11131596 | 11131657 to 11131776 |
| 11131897 to 11132136 | 11133097 to 11133216 |
| 11133517 to 11133576 |                      |

**Q Where do I find the serial number for my unit?**

**A** Find the serial number by locating the serial code sticker affixed on the outside of the unit box as shown in **Figure 1** or in the catch tray of the product as shown in **Figure 2**.

**Figure 1**



**Figure 2**



**Q My product appears to be working fine, can I continue to use it?**

**A** No. Even though your product appears to be safe, we are asking all customers to stop using the product immediately and participate in the recall. It is illegal to sell a recalled product.

**Q How do I complete the recall procedure?**

**A** Go to <http://betterpestcontrol.ca/vc-recall> for information on the recall procedure.

**Q I no longer have the receipt/box for the product. Can I still register for a recall?**

**A** Yes. A receipt or box for the product is not necessary. The only documentation you need during registration is a photo of the serial code sticker from the affected **Vector Classic** unit.

**Q How do you want me to dispose of my affected Vector Classic?**

**A** To dispose of the affected **Vector Classic** insect light trap, unplug the unit, remove the bulbs, cut the electrical cord and discard appropriately. Be sure to take a photo of the serial code sticker prior to disposal, as this is required to complete the recall procedure. Check with your local waste management service for disposal instructions.

**Q Will I receive compensation for disposing my affected Vector Classic?**

**A** Yes. Go to <http://betterpestcontrol.ca/vc-recall> for complete information on how to receive your compensation.

**Q Will I receive a refund for the product?**

**A** No, you will not receive a refund. However, you will receive compensation of \$100 to go towards replacing the affected unit and \$50 for disposing the unit.

**Q How long will it take for me to receive my compensation?**

**A** Please allow 4 to 8 weeks from the date you register your affected **Vector Classic** units to receive your compensation in the form of a cheque.

**Q Will I be able to repair the product myself?**

**A** No. Do not repair the product yourself. Please complete the recall procedure, as directed.

**Q I like Vector Classic insect light traps. Does this mean I can't buy them anymore?**

**A** **Vector Classics** have been discontinued in Canada. We apologize for the inconvenience.

Always read and follow label directions.

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