

## SAFETY ALERT ADVISORY

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To: Retailers and users of Crinar chairs

From: Crinar inc.

Date: **October 13, 2021**

<b><u>RE:</u></b>	<b><u>RISK OF BREAKAGE OF INCLINED SUPPORT TUBES ON THE BASE OF SERIES 6500 OR 8500 CRINAR GLIDER, SWIVEL AND RECLINE CHAIRS</u></b>
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Dear Crinar retailer,

Dear clients,

The present advisory is being sent to you in conformity with the requirements of the *Canada Consumer Product Safety Act*. As manufacturer, importer and distributor of home furniture, Crinar has detected a risk associated with to the use of certain of its glider, swivel and recline chairs, and it is therefore proceeding to issue a safety alert advisory.

### **THE POTENTIAL PROBLEM**

Crinar has detected an abnormal weakness of the round metallic bases of some of its chairs. When one sits on one of these chairs, there is a risk of breakage of one or several of the inclined metal tubes supporting the base of the chair, below the welds.

Consequently, the chair could become imbalanced. In such circumstances, the use of one of these chairs could lead to injury.

### **MODELS AFFECTED**

**Some series 6500 or 8500 glider, swivel and recline chairs with a round base, delivered to retailers by Crinar between April 21, 2020 and December 22, 2020.**

(hereinafter the “***Chairs covered by this advisory***”).

The Chairs covered by this advisory can be identified by the metal base of the seat on which the seat cushion sits, which base consists of springs. Chairs on which the metal base of the seat on which the seat cushion sits consists of metal slats are not covered by this advisory.



Chair with <b>SPRINGS</b> covered by this advisory	Chair with <b>SLATS</b> not covered by this advisory
	

### WHAT WILL CRINAR DO?

In collaboration with its retailers, Crinar will replace, free of charge, the base of Chairs covered by this advisory. Crinar is sending a safety alert advisory letter to all its retailers, informing them of the current safety alert advisory. This advisory and the attached #2021-1A safety campaign bulletin will be published on its website ([www.crinar.com](http://www.crinar.com)). Information aimed at consumers will be published on its website ([www.crinar.com](http://www.crinar.com)).

Crinar will invite clients who own a chair corresponding to the description of the affected chairs to register at the following email address: [rappel@crinar.com](mailto:rappel@crinar.com) in order to assess whether their chair is covered by the safety alert advisory. If such is the case, they will then be invited to make an in-store appointment with the retailer who sold them the chair, in order to have the chair base replaced.

Crinar will provide its retailers with the replacement bases, free of charge, along with the necessary information enabling them to proceed to replace the bases of Chairs covered by this advisory.

### WHAT SHOULD THE RETAILER DO?

1. Identify the Crinar series 6500 or 8500 glider, swivel and recline chairs having a round base, received between April 21, 2020 and December 22, 2020, with a metal base of the seat on which the seat cushion sits, which base consists of springs.
  - a. Immediately stop selling the chairs so identified that are still in stock.

- b. Contact Crinar at the following telephone number 1 (800) 856-6318 or at the email address [rappel@crinar.com](mailto:rappel@crinar.com) to register for the recall, in order for its representatives to confirm that the chairs still in stock are Chairs covered by this advisory.
  - c. If so, Crinar will send you replacement bases for the chairs so identified, free of charge, so that you may replace them.
2. Identify the clients who purchased from you the Chairs covered by this advisory and contact them to inform them of the present safety alert advisory.
- a. Forward the present safety alert advisory to the affected clients.
  - b. Inform Crinar as to the number of clients having purchased the Chairs covered by this advisory and the number of clients to whom the security advisory was forwarded.
  - c. Invite these clients to contact Crinar, at the following telephone number 1 (800) 856-6318 or at the email address [rappel@crinar.com](mailto:rappel@crinar.com), in order for them to receive confirmation that their chair is indeed a Chair covered by this advisory. This identification will be made through the purchase invoice and a picture of the chair, without the seat cushion in place. A questionnaire will have to be filled out by the client.
  - d. We will confirm with you whether the clients' purchase invoices correspond to the delivery slips of the Chairs covered by this advisory.
  - e. Once we confirm that a chair is indeed a Chair covered by this advisory, we will send you a replacement base, free of charge, and will ask your clients to make an in-store appointment with you in order to present their purchase invoice, which will then enable you to proceed to the replacement of the base of their chair.

## **WHAT SHOULD THE USER DO?**

- The user who purchased, since April 21, 2021, a Crinar series 6500 or 8500 glider, swivel and recline chairs with a round base, will have to identify whether the metal seat of his chair has metal springs or slats.
- If the user determines that the metal seat of his chair has metal springs and that he purchased said chair after April 21, 2020, he will have to stop using the chair and contact Crinar at the following telephone number 1 (800) 856-6318 or at the email address [rappel@crinar.com](mailto:rappel@crinar.com) to register for the recall, in order to receive confirmation that his chair is a Chair covered by this advisory.

- Registration for the recall will necessitate the purchase invoice along with a picture of the chair, clearly showing the springs on the seat.
- If Crinar confirms that it is indeed a Chair covered by this advisory, the user will then have to contact his retailer to make an in-store appointment to present their purchase invoice, in order to have the base of their chair replaced free of charge.
- If Crinar confirms that the chair is not covered by the recall, the user will be advised and will then be able to continue using the chair without any further action.

**Should you have any questions concerning the present advisory, please contact us:**

- By email at [rappel@crinar.com](mailto:rappel@crinar.com) and a customer service representative will contact you.
- Or by phone at **(418) 834-4440 (local) or 1 (800) 856-6318 (toll free)** from Monday to Thursday, from **9:00 a.m. to 12:00 p.m.** and from **1:00 p.m. to 4:00 p.m.** ET and on Friday from **9:00 a.m. to 12:00 p.m.** ET.

Crinar is proud to provide all its retailers, as well as its clients, the best information possible in order to collectively maintain the reputation of its products.

We apologize for the inconvenience this may cause you or your clients.

Yours truly,

Crinar Customer Service

**BULLETIN – SAFETY CAMPAIGN  
# 2021-1A dated October 13, 2021**

<b>RE:</b>	<b><u>RISK OF BREAKAGE OF INCLINED SUPPORT TUBES ON THE BASE OF SERIES 6500 OR 8500 CRINAR GLIDER, SWIVEL AND RECLINE CHAIRS</u></b>
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The present safety campaign bulletin refers to series 6500 or 8500 glider, swivel and recline chairs with a round base, delivered to retailers by Crinar between April 21, 2020 and December 22, 2020, for which a safety alert advisory was issued on October 13, 2021.

(hereinafter the “***Chairs covered by this advisory***”).

**PROBLEM**

Crinar has detected an abnormal weakness of the round metallic bases of some of its chairs. When one sits on one of these chairs, there is a risk of breakage of one or several of the inclined metal tubes supporting the base of the chair. Crinar issued a safety alert advisory on October 13, 2021.

Consequently, the chair could become imbalanced. In such circumstances, the use of one of these chairs could lead to injury.

The Chairs covered by this advisory can be identified by the metal base of the seat on which the seat cushion sits, which base consists of springs. Chairs on which the metal base of the seat on which the seat cushion sits consists of metal slats are not covered by this advisory.

Chair with <b>SPRINGS</b> covered by this advisory	Chair with <b>SLATS</b> not covered by this advisory
	

The breakage observed occurs under the welds of the inclined metal tubes, as seen on the photograph below:





### **PERMANENT SOLUTION**

Crinar is presently manufacturing replacement metallic bases for the Chairs covered by this advisory.

From the information gathered by the retailers and the clients, Crinar will send each retailer, free of charge, the appropriate number of replacement bases.

Consumers targeted by the safety alert advisory, once it has been confirmed that they own a Chair covered by this advisory, will be invited to make an appointment with their retailer. They will then go to the store and present their purchase invoice in order to have the base of their chair replaced free of charge.

### **BASE REPLACEMENT METHOD**

**NOTE:** The new bases are identified by a grey self-adhesive label affixed to the underside.

#### **STEP #1**

Place the chair on a stable working surface  
(photo #1)



Photo #1

**STEP #2**

On the right rear side of their chair, under the cushion, remove the elastic from the wing screw. Repeat the same operation on the left side (photo #2 and photo #3)



Photo #2



Photo #3

**STEP #3**

Remove the cushion from the seat and pull the cushion upward (photo #4 and photo #5)



Photo #4



Photo #5

**\*\*\* PLEASE NOTE \*\*\***

The armrest may remain fixed to the chair during the replacement of the round base.

**CAUTION:** *Do not lift the chair by pulling on the armrest fabric (photo #6)*



Photo #6

#### STEP #4

Lay the back of the chair on a stable working surface (photo #7)

**CAUTION:** Do not tilt the chair on its sides, which may result in deforming the bearing plates.



Photo #7

#### STEP #5

Using a ratchet with a 5/8" dia. hexagon socket, unscrew and remove the 5/8" dia. X 1-1/2" bolt, along with the lock washer and the (2) flat washers, under the center of the round base (photo #8 and photo #9)



Photo #8



Photo #9

#### STEP #6

Place the chair on the floor, in a upright position. Then lift it by the two side arms to release the chair from the center of the round base. Note that the upper ball bearing will remain in position on the 1" dia. rod (photo #10). Place the chair as in step #4, resting the back on a stable working surface (photo #7).



Photo #10

### STEP #7

Remove the ball bearing from the lower part of the center of the round base.

**CAUTION:** Handle with care, as the components are coated with grease (photo #11)



Photo #11

### STEP #8

Affix the label provided with the replacement base on one of the rods of the removed base (photo #12).

Set the removed base aside, to be returned to Crinar.



Photo #12

### STEP #9

Place the new base on the floor, then, lifting the chair in an upright position, insert the steel rod complete with its bearing, inside the center of the new round base (photo #13).

**CAUTION:\*\*\* DO NOT COAT THE BALL BEARINGS WITH JIG-A-LOO OR WD-40 TYPE SILICONE LUBRICANTS\*\*\***, as they cause drying and will dilute the grease necessary for the proper functioning of the ball bearings. The manufacturer's warranty will be void if such lubricants are added, contrary to these instructions.



Photo # 13

## STEP #10

Insert the ball bearing in the lower part of the base center, the conical section facing up (photo #14).

Referring to step #5, install the 1-3/8" diameter flat washer (the narrower flat) and the locking washer on the 5/8" hexagonal bolt and screw in place (photo #15). Refer to (photo #16) for the proper order of the bolt and washers.

Screw everything back together with good tightening tension using the 5/8" diameter socket.



Photo #14

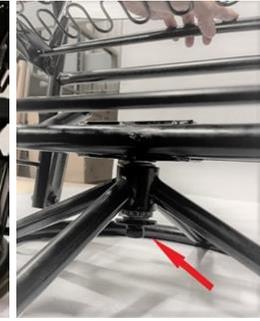


Photo #15



Photo #16

## STEP #11

Referring to steps #1, 2 and 3, replace the cushions on the chair.

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