

PRODUCT RECALL: Focal™ FPV Wireless Headset (SPMVR2500)



June 27, 2016

Product: Focal™ FPV Wireless Headset (SPMVR2500)



Defect Issue: Horizon Hobby has become aware of an issue with the Focal™ FPV Wireless Headset. In certain circumstances, the headset may auto bind to a Spektrum™ receiver and take control of functions assigned to Channels 6 or 7. If the Spektrum™ receiver is installed in an aircraft and these channels are set to arm the motor, it may cause an uncommanded engagement of the aircraft's throttle. This may lead to property damage and injury.

What To Do: Discontinue use of the product immediately, and follow the steps below to return the product to Horizon Hobby for a refund.

Corrective Action

1. Attach masking tape or paper to the product with the words "DO NOT USE" clearly labeled.
2. If You Purchased Your Headset From Horizon Hobby:
Contact Horizon Hobby Customer Service. Horizon will set up a return authorization and send you a prepaid shipping label. Upon receipt of the headset, Horizon will credit the account you purchased the product with for the refund price of the product. Please allow 14 - 21 days for processing and delivery.
3. If you Purchased the Product from a Retailer:
Complete the Return Request form by clicking [here](http://www.spektrumrc.com/ProdInfo/Files/SPMVR2500_Focal_RF.pdf) or pasting the link http://www.spektrumrc.com/ProdInfo/Files/SPMVR2500_Focal_RF.pdf into your browser. E-mail a copy of the form to HHPs@horizonhobby.com.
4. Upon processing of the completed form, a prepaid shipping label will be sent to you via email. If no email address is provided on the Return Request form, the shipping label will be mailed to you. Return your headset, along with a printed copy of the completed Return Request form. Upon receipt of the headset, Horizon will mail you a refund check. Please allow 14 - 21 days for processing and delivery.

For customers located outside of North America or Europe, please contact the dealer where you purchased the product.

We apologize for this inconvenience. Horizon disclaims all liability and warranties for any consumer failing to act upon this product recall.

| Horizon Hobby | Contact Information | Address |
|---|---|--|
| Horizon Service Center (Repairs and Repair Requests) | http://www.horizonhobby.com/content/service-center_render-service-center | 4105 Fieldstone Rd Champaign, Illinois, 61822 USA |
| Horizon Product Support (Product Technical Assistance) | productsupport@horizonhobby.com 877-504-0233 | |
| Sales | sales@horizonhobby.com 800-338-4639 | |