

PRODUCT RECALL

25th April 2022

FAQs

GYPROC DURALINE AND GYPROC SOUNDBLOC F

Gyproc DuraLine TE 2400 x 1200 x 15

Gyproc SoundBloc F TE 2400 x 1200 x15

Gyproc SoundBloc F TE 3000 x 1200 x 15

What is wrong with the product?	<ul style="list-style-type: none"> Batches manufactured at our Kirkby Thore plant from 00:43 on 12th April to 19:01 on 19th April were not manufactured to the intended specification, impacting on product performance standards. The issue was quickly rectified and all products currently being dispatched, along with any product manufactured prior to, and following the time period in question, are to the correct specification.
How do I know if I'm affected?	<ul style="list-style-type: none"> Included in the recall notification are details on how to identify the product in question. This includes batch codes, where these are positioned on the product.
What if I've sold this product to a customer and or delivered to site?	<ul style="list-style-type: none"> Please identify and record any customers you may have sold this product to between 12th April and today. Our customer service team will be contacting branches who may have received stock directly. Our customer service team will provide you with an email address to send this information to. Our sales and technical support will contact these customers immediately.
What should I do with any stock from the affected batch?	<ul style="list-style-type: none"> Please quarantine any stock from the affected batch. We will arrange for replacement stock, a credit and arrange for collection
Can I get replacement stock?	<ul style="list-style-type: none"> If you have any stock from the identified batch we will arrange for replacement stock, a credit and arrange for collection. Our customer service team will be contacting branches who may have received stock directly.
Does this mean you have a supply issue with these products?	<ul style="list-style-type: none"> No. Our plant is capable of producing product to the required specification. We have approved stocks
Have you resolved the problem	<ul style="list-style-type: none"> Yes, this fault was identified and captured as part of our quality management system. There is no impact on continuity of supply from any of our plants.
How do I tell my customers?	<ul style="list-style-type: none"> Included in the recall notification is a customer notification that should be displayed at your counter. In addition, please identify and record any customers you may have sold this product to between 12th April and today. Our customer service team will provide you with an email address to send this information to. Our sales and technical support will contact these customers immediately.

What do I tell my customers?

- Please identify any customers you may have despatched stock to during this period.
- Our customer service team will provide you with an email address to send this information to.
- Our sales and technical support will contact these customers immediately.