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## Procedure: Recall Procedure

### 1. PURPOSE AND SCOPE

- 1.1. The purpose of this procedure is to define the requirements for recall of a product.
- 1.2. The Director of Engineering is responsible for implementation and management of this procedure.
- 1.3. Recall policy and procedures should be reviewed each year.

### 2. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
N	06/05/2018	Original issue.	Eicher

### 3. PRODUCT RECALL

- 3.1. Potential product recalls shall be quickly investigated by a responsible decision maker.
- 3.2. When the potential for a recall becomes evident, the President/CEO and Director of Engineering shall be informed immediately. As a backup, a member of Upper Management shall be informed.
- 3.3. A Committee consisting of at least one member of Upper Management, Sales, Engineering, and Manufacturing will convene to discuss all available information to determine the severity and necessity of a product recall.

### 4. PROCEDURES

- 4.1. If a product recall is required, the Committee shall determine a Chair person for the recall process. The chair will then coordinate all recall activities and keep the committee informed. Each recall can be unique and these guidelines should be considered. Additional steps can be implemented as instructed by the Committee.
- 4.2. The Committee will establish the number of affected products and identify the customers of the affected products.
- 4.3. Sales will contact customers that were affected by the recall and instructed how to proceed with the recall. This may include placing product "Out of Service", returning the product to Caldwell by means of an RMA, changing out a component, or adding components to the affected product. This list is not all-inclusive and may require specific action or instructions that are developed by the Committee.
- 4.4. Manufacturing to determine product identification and date/s of manufacture.
- 4.5. All internal affected products and/or components in stock or in process will be quarantined by Manufacturing and reported to the Committee.