

BeSafe press release

Recall to repair of BeSafe iZi Go X1 (NOT BeSafe iZi Go Modular X1 i-Size)

Potential risk when using in combination with ISOfix base.
It is safe to use the seat when installed with the vehicle seat belt.

SUMMARY

- Affects only BeSafe iZi Go X1 with serial number from **ZG0247548** till **ZG(0)270529**
- Affected seats are to be repaired immediately at selected BeSafe retailers from week commencing 16th March on
- The potential issue is only when using with the BeSafe iZi Go X1 ISOfix base. It is safe to use the seat when installed with the vehicle seat belt
- This does not affect BeSafe iZi Go Modular X1 i-Size, BeSafe iZi Go Modular i-Size, iZi Modular i-Size base or any other BeSafe products

WHAT TO DO AS A CONSUMER

1. Check if your baby car seat is a BeSafe iZi Go X1
2. If yes, check the serial number on your seat
3. If your serial number is between **ZG0247548** and **ZG(0)270529**, please contact your nearest selected BeSafe retailer immediately to have the seat repaired. The repair takes no longer than 10 minutes. Find the selected retailers for repair here:
<http://bit.ly/BeSafe-iZiGoX1-Recall-UK>
4. Install the seat with the vehicle belt in the meantime



If you have bought a new BeSafe iZi Go X1 from 9th March 2020 on, please check that it has the “CHECK 2020” sticker next to the serial number label. Then this seat has been repaired and is perfectly safe to use.

What is the issue?

BeSafe is issuing a recall to repair based on a potential safety issue with a component in the seat BeSafe iZi Go X1. The performance of the seat did not meet our standards in our routine testing. This was the case only in the most extreme setting of the several tests we regularly perform. BeSafe have not received any reports about incidents or accidents related to this.

The issue is caused by a small tolerance change in a modified component involved in connecting the seat to the ISOfix base. This component was modified in late 2017, but regular routine tests conducted after the modification showed no issues,

only the most recent test conducted in February 2020 did. BeSafe could therefore narrow down the window of affected seats to after the previous test with no issues. However, as BeSafe’s own safety and product quality standards are extremely high, they have chosen to go beyond what is required and to recall all seats that contain the modified component.

Since BeSafe have clearly identified the cause of the issue, they have developed a repair solution which eliminates the safety risk. BeSafe have thoroughly crash-tested the repair solution to ensure that the repair solution makes the seat 100% safe to use.

At BeSafe, we all go to work every day to make sure children travel safely. Families that choose our products know this first hand, and when we detected that one of our car seats had a potential safety risk, our affected customers were our main concern. We only had one choice – act fast and correct the product, whatever it takes. In this case, the correct action is to repair the product so that it performs at the safety standard required for all BeSafe products. We are truly sorry about this matter and will continue to do our utmost to correct it.



Kristian Torgersen, owner and CEO of the HTS Group

WHICH PRODUCTS ARE AFFECTED?

Affected -> immediate recall to repair

- BeSafe iZi Go X1 with serial number from **ZG0247548** till **ZG(0)270529**
- If you have bought a new BeSafe iZi Go X1 from 9th March 2020 on, please check that it has the “CHECK 2020” sticker next to the serial number label. Then this seat has been repaired and is perfectly safe to use

What about the base?

The potential safety risk only applies when the BeSafe iZi Go X1 is used in combination with the ISOfix base. The base itself is not affected though.

It is safe to use the BeSafe iZi Go X1 when installing with the vehicle seat belt only.

Even if you are not having an ISOfix base with your BeSafe iZi Go X1, BeSafe kindly asks you to have your seat repaired anyhow, in case you might want to sell it or gift it to someone later on who might use it with an ISOfix base.

How to find the serial number

Turn your BeSafe iZi Go X1 seat upside down. On the bottom side you find a white label saying “Serial no/ID” followed by a number with two letters and 6 or 7 digits. If your serial number has 6 digits, you would just add a 0 in the front to match the 7-digit-format.

If your serial number is below **ZG0247548** or above **ZG(0)270529**, your product is not affected and perfectly safe to use.

If your serial number is between **ZG0247548** and **ZG(0)270529** and does NOT have a “CHECK 2020” sticker, your product is affected and must be repaired.

If your serial number is between **ZG0247548** and **ZG(0)270529** and DOES have a “CHECK 2020” sticker, then the seat has already been repaired and is perfectly safe to use.



HOW TO GET IT REPAIRED

The repair can be done at selected BeSafe retailers. You can find your closest retailer here:

<http://bit.ly/BeSafe-iZiGoX1-Recall-UK>

The repair takes no longer than 10 minutes.

For other questions or concerns, contact BeSafe via:

Phone: +44-2036 301 655

Email: sales@hts.no