

Juratoys Bricolo by Janod® Trolley Recall

FAQs

Juratoys has issued a safety recall in cooperation with the U.S. Consumer Product Safety Commission (CPSC) and Health Canada. More information on the recall is here <https://www.cpsc.gov/Recalls/2017/Juratoys-Recalls-Toy-Trolleys>. Below are answers to some common questions.

1. What is the issue?

If a user presses down on the trolleys' handles with enough force, the trolleys can present an impact hazard.

2. What models are affected?

The affected model names, units, and images are shown below:

Janod Redmaster – Magnetic DIY Trolley (J06493)



Janod DIY – Magnetic Trolley (J06505)



Janod French Cocotte Cooker Trolley (J06544)



Janod Barbecue Trolley (J06523)



No other Janod or Juratoys trolleys are affected by this recall.

3. How can I get a repair kit?

You can register online at <http://www.janod.com/janod-express-us/product-recall.html> or call Juratoys toll free at 877-277-1663 from 8:30 a.m. to 5 p.m. ET Monday through Friday to leave

your contact information and receive a callback from a Juratoys representative. Repair kits are designed for specific units and are not interchangeable. You must provide the name and item number of your product and your mailing address, telephone number, and email address so that Juratoys can send you the appropriate repair kit.

4. What's included in the repair kits?

Repair kits include footers that you should install on the back axle of your trolley model to enhance stability, along with necessary tools and instructions.

5. Is there a health and safety risk with the trolleys?

The Trolleys passed all applicable safety testing and meet applicable regulatory requirements under the national U.S. toy safety standard, ASTM F963. There is no standard test for this potential issue. The impact hazard creates the possibility of injuries, which are similar to injuries associated with falls on durable hard wooden surfaces. Juratoys is aware of two incidents that resulted in medical attention.

6. Where were these products sold?

This product was sold in a variety of retail stores and online in the U.S. and Canada.

7. How many products are affected?

About 8,041 units affected by this recall may have been sold to consumers.

8. How do I install the repair kit?

Step by step installation instructions, along with necessary tools, will be sent with your repair kit.

9. When can I expect to get my repair kit?

You should receive your free repair kit 6 to 8 weeks from the date you register for this recall, which you can do by clicking [here](#).

We are committed to providing you and your family with fun, safe toys, and regret any inconvenience this may cause you. If you have any questions, please contact Juratoys U.S. customer service toll-free at 877-277-1663.