

FIRST RESPONDER PRODUCTS

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Dear Valued Distributors and Customers,

First, we want to thank you for your patience while we worked through our investigation of an anomaly related to our Ben and Lite Force Helmets. We are happy to announce we have resolved the issue.

Second, we want to advise the anomaly was related to the goggle retention tabs on the suspension ring of the helmet, circled at right. These small tabs are on both the left and right side of the suspension ring next to the ear covers and are used for attaching the straps on certain goggles offered by Honeywell. The tab did not pass the applicable flame resistance test as part of 2020 annual certification. To address this, we redesigned the suspension ring without the tabs and SEI has confirmed that this action will allow the affected helmets to remain certified to NFPA 1971-2018.



Next steps: If you have any helmets identified by a serial number in the May 13th Safety Alert, the following options are available:

1. Request an RMA and return your helmet to have the suspension ring tabs removed. Follow the same RMA process you normally use for any of our products. The helmets will go to our certified ISP to handle tab removal and will be shipped back to you.

For this option 1, you will no longer be able to use ESS NFPA 1971 2-strap quick-attach goggles (Part HP-022) that have strap ends with grommets. If your helmet that falls under the May 13th Safety Alert was being used with ESS NFPA 1971 2-strap quick-attach goggles (Part HP-022), Honeywell can offer you either ESS NFPA 1971 goggles (Part HP-E20) or Paulson NFPA 1971 goggles (Part HP-E30) as a replacement. Please include this in your RMA.

2. Return your helmet for a credit (no replacement).

IMPORTANT NOTE: Do not attempt to remove the tabs or modify the suspension ring in any way. This could invalidate the helmet's NFPA certification and will void the product's warranty.

If you choose option 1 above, we will do our best to have the helmets modified and returned to you as quickly as possible.

We are also able to begin accepting new orders again. However, there is an industry-wide shortage in resin and other materials, which directly affects our helmets. As a result, there may be unavoidable delays in shipping new orders and some orders that have been on hold. All orders are subject to price changes at any time in Honeywell's sole discretion.

Thank you for your continued patience and understanding. We will keep you informed of any pertinent updates.

Thanks,

Nancy C. Owens

Senior Marketing Offering Manager- First Responder

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