

Pro-Touch 1500 Scale Recall Notice

February 23, 2022

Lyman Products Customers,

It has come to our attention that some recent production Pro-Touch 1500 scales produced in 2020 & 2021 had a circuitry change which may result in certain scales improperly reading trickled powder. This could potentially produce a lower scale reading than the actual amount. For this reason, we are initiating a recall and providing repair or replacements for some of these scales. **If your scale was purchased in 2020 or 2021**, please follow the instructions below to determine if your scale is affected and requires repair or replacement.

HOW TO CHECK YOUR SCALE:

Affected scales can be identified during the calibration process:

1. Be sure your Pro-Touch 1500 scale is plugged in to an active wall outlet or has fresh AAA batteries installed. See Operating Instructions for set-up guidance.
2. Press the CAL button to start the calibration process
3. The scale display will show "CAL", and then switch to "100" to indicate to place the calibration weight on the scale.
4. **SCALES AFFECTED BY THE RECALL WILL FLASH "CAL." 3 TIMES. THESE SCALES MUST BE RETURNED TO LYMAN PRODUCTS.**
5. Scales that show "CAL" but do NOT flash are not affected by the recall and may remain in use.

ORDERING YOUR REPAIR OR REPLACEMENT SCALE:

STEP 1: If your scale flashes "CAL" 3 times, call our Customer Service department at **1-800-225-9626**.

STEP 2: Our customer service team will issue you an RMA.

STEP 3: Lyman Products will send a box containing packing materials and a prepaid return label for return shipment of your scale.

STEP 4: Ship your affected scale to Lyman Products using the materials provided. Once we receive your affected scale, your repaired or replaced Pro-Touch 1500 scale will be shipped at the earliest availability.

Lyman Products is committed to ensuring our products meet the high quality standards that our customers have come to rely on. We apologize for any inconvenience this product recall causes and want our customers to know that your safety is our first priority.

Sincerely,

Lyman Products