

## Recall Notice

### V-Gard® Arc Flash Visors

September 21, 2015

#### Dear Valued Head, Eye, & Face Protection Customer:

MSA recently determined that due to a quality issue, V-Gard Arc Flash Visors manufactured by our visor supplier in 2012 and 2013 may not comply with the ANSI high velocity impact performance requirement. Affected visors were shipped from MSA from March 2012 through August 2015. MSA is recalling these visors and replacing them free of charge.



#### Identifying Affected Visors:

The affected MSA part numbers are as follows:

- 10118480 V-Gard Standard Arc Flash Visor with Chin Protector
- 10118696 V-Gard Cap with Standard Arc Flash Visor & Chin Protector
- 10115858 V-Gard Arc Flash Visor (included with the above)
- 10115847 V-Gard Extended Arc Flash Visor

Affected visors may be identified by checking the visor label for the visor part number and the date of manufacture (see visor label photo below).

PN 10115858 or PN 10115847

Date of Manufacture 03/2012 through 12/2013





If the visor is PN 10115858 or PN 10115847 and manufactured between March 2012 and December 2013, the visor is affected and must be removed from service and replaced. All other visor models and manufacturing dates are not affected.

**MSA Corporate Center**  
1000 Cranberry Woods Drive  
Cranberry Township, PA 16066  
800.MSA.2222  
www.MSAafety.com

**Visor Replacement:**

If you have any affected Arc Flash Visors, MSA will provide the appropriate replacements (part numbers 10118480 and/or 10115847) free of charge.

To obtain replacements and arrange for the return of affected Arc Flash Visors, please complete the attached order form and email it to MSA Customer Service at: [ProductSafetyNotices@MSAafety.com](mailto:ProductSafetyNotices@MSAafety.com). To obtain free replacements, affected visors must be returned to MSA by January 31, 2016.

We apologize for any inconvenience that this situation may cause; however, your safety and continued satisfaction with our products is most important to us. If you have any questions, please contact MSA Customer Service at 1-866-672-0005 or [ProductSafetyNotices@MSAafety.com](mailto:ProductSafetyNotices@MSAafety.com).

Best regards,

A handwritten signature in black ink, appearing to read "Charles J. Seibel, Jr.", written in a cursive style.

Charles J. Seibel, Jr.  
Manager of Product Safety

Enclosure  
PS15046-04



## Order Form for Replacement V-Gard® Arc Flash Visors

**MSA Corporate Center**  
1000 Cranberry Woods Drive  
Cranberry Township, PA 16066  
800.MSA.2222  
www.MSAsafety.com

This Order Form relates to our September 21, 2015 Recall Notice regarding V-Gard Arc Flash Visors. Please complete the information below and email this form to MSA Customer Service at: [ProductSafetyNotices@MSAsafety.com](mailto:ProductSafetyNotices@MSAsafety.com). Multiple orders can be placed by submitting additional copies of this form.

Upon receipt, MSA will ship the appropriate replacement V-Gard Arc Flash Visors to you. We will also send you a Return Material Authorization (RMA) number, shipping instructions, and a shipping account number to use when returning affected V-Gard Arc Flash Visors to MSA. Please return the affected V-Gard Arc Flash Visors to MSA within 90 days of ordering the replacements. To obtain free replacements, affected V-Gard Arc Flash Visors must be returned to MSA by January 31, 2016.

Name: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Quantity of Replacement Arc Flash Visors needed: PN 10118480 \_\_\_\_\_

PN 10115847 \_\_\_\_\_

Note: We will provide the PN 10118480 visor with chin protector as a replacement for both PN 10118480 and PN 10118696.

If you have any questions, please contact MSA Customer Service at 1-866-672-0005, Monday through Friday, between the hours of 8:30 AM and 5:30 PM EDT or by email at: [ProductSafetyNotices@MSAsafety.com](mailto:ProductSafetyNotices@MSAsafety.com).

- MSA Use Only -

Order Code: AFV-ARC FLASH VISOR. Return Code: ARC VISOR. Use UPS account 1E199X for Return to Mine Safety Appliances Co., Attn: Return Material Dept., 3880 Meadowbrook, Road, Murrysville, PA 15668. PS15046-05