

Monoprice Recall Form

Monoprice Category 6 Ethernet Bulk CMR Communications Cable.
Return to: Monoprice CMR Recall, 1 Pointe Drive #400, Brea, CA 92821

Contact Information

Name: _____

Ship to address:

Email: _____

Phone Number: _____

Purchase Information

Date of purchase: ____/____/____

Purchase price: _____

Location of purchase:

www.monoprice.com

Other (specify) _____

Amount of cable purchased (Cable length and number of units or boxes):

Product Information

UL jacket marking(s) on cable (if known)

UPC code from cable box (if known)

Please choose which best applies to you

- Cable is installed
- Cable is installed and I am able to access UL jacket marking to confirm cable is part of recall
- Cable is installed but I am not able to access UL jacket marking to confirm cable is part of recall
- Cable is not installed (skip remaining questions)

Installed Cable Information (if applicable)

Owner of address of installed cable _____

Name of original installer _____

Date of installation (if known) ____ / ____ / ____

Address of installed cable (if different than address)

Is the location a residence or business? Residence Business

Amount of cable installed? _____

Is cable installed in runs greater than 50ft? Yes No

Specify length of runs. _____

Amount of cable remaining after installation? _____

Location of remaining uninstalled cable

Location of installation at the address (Riser, plenum, wall, etc.)

Commonly Asked Questions and Answers

Monoprice Category 6 Ethernet Bulk CMR Communications Cable Voluntary Recall

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Is this a recall?

Yes, in conjunction with the Consumer Product Safety Commission, Monoprice is announcing a voluntary recall and replacement program for certain Monoprice Category 6 Ethernet Bulk CMR Communications Cables bearing the following markings on the outer jackets:

- (UL) E467139 23AWGX4P CMR CAT6 UTP RoHS Compliance XXXXFT.
- (UL) E333346 23AWGX4P CMR CAT6 UTP RoHS Compliance XXXXFT.
- (UL) E339722 23AWGX4P CMR CAT6 UTP RoHS Compliance XXXXFT.

Cables bearing the above UL markings but that are installed in runs of less than 50 ft. in length, enter the building from the outside and terminate in an enclosure or listed primary protector, and that are not installed inside risers, ducts, plenums and other space used for environmental air are NOT included in the recall.

No other CMR cables distributed by Monoprice are included in the voluntary recall.

This is a voluntary recall.

What is the reason for the voluntary recall?

The Category 6 CMR communication cables distributed by Monoprice do not meet the flammability requirements of the UL 1666 safety standard which may result in an increased risk of fire spread when used in applications which require CMR rated cables.

The National Electric Code (NEC) establishes requirements for communication cable installation in structures and requires that installed cables be listed by an organization acceptable to the authority having jurisdiction. The NEC also describes multiple types of communication cables based upon flammability ratings. Riser rated CMR cables, like those that are the subject of this voluntary recall effort, are required to meet the UL 1666 “Standard for Test for Flame Propagation Length of Electrical and Optical-Fiber Cables Installed Vertically in Shafts”, developed by the Underwriters Laboratories (UL). The UL 1666 test is used to determine whether the flame propagation characteristics of riser cables are in accordance with the intent of the NEC. Reduced flame propagation through riser

cables is necessary to mitigate fire spread vertically between floors in a building. Failure to meet the UL 1666 standard means that the cables cannot be certified to the standard and used in the specific CMR rated applications.

Is there any danger/ risk?

The Category 6 CMR communication cables distributed by Monoprice do not meet the flammability requirements of the UL 1666 safety standard which may result in an increased risk of fire spread when used in applications which require CMR rated cables. There is no ignition or fire propagation risk. It is only the increased risk of fire spread.

What does the voluntary recall involve?

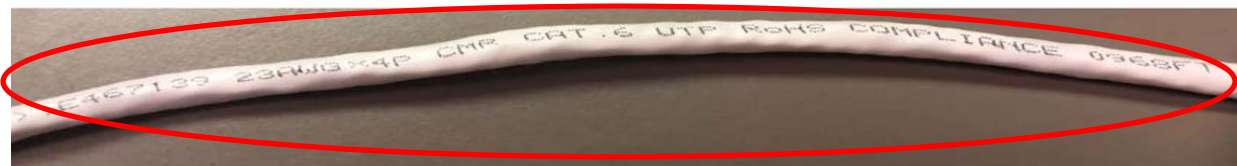
This recall involves the Monoprice Category 6 Ethernet Bulk CMR Communications Cable.

The CMR cable is designed to prevent fires from spreading between floors through risers and vertical shafts. The cables contain 100% pure copper wire and are primarily used to wire your home or office for a high-speed network.

The cables were sold in a variety of colors including yellow, white, blue, black, red, orange, gray, pink and purple. The cables came in various lengths including 250, 500 and 1000 foot spools.

The recalled cables can be identified by the following markings printed on the surface of the cable jackets:

- (UL) E467139 23AWGX4P CMR CAT6 UTP RoHS Compliance XXXXFT
- (UL) E333346 23AWGX4P CMR CAT6 UTP RoHS Compliance XXXXFT
- (UL) E339722 23AWGX4P CMR CAT6 UTP RoHS Compliance XXXXFT



What does the cable and the packaging look like?



Recalled Monoprice Category 6 Ethernet Bulk CMR Communications Cables Box



Recalled Monoprice Category 6 Ethernet Bulk CMR Communications Cable

How do I know if my CMR cable is within the Recall?

The only CMR cables affected by the recall are Monoprice Category 6 CMR Communications Cables in 250, 500 and 1000 foot lengths in colors including yellow, white, blue, black, red, orange, gray, pink and purple that have jackets marked as follows:

- (UL) E467139 23AWGX4P CMR CAT6 UTP RoHS Compliance XXXXFT.
- (UL) E333346 23AWGX4P CMR CAT6 UTP RoHS Compliance XXXXFT.
- (UL) E339722 23AWGX4P CMR CAT6 UTP RoHS Compliance XXXXFT.

If the cable **is not** installed:

- Please check the cable jacket for the UL marking. If the marking is different than noted above, it is not part of the recall.

If the cable **is** installed:

- If the cable can be accessed,
 - Check the cable jacket for the UL marking. If the marking is different than noted above, it is **not** in the recall.
 - If the cable jacket has the UL marking but is installed in a residence in less than 50 foot runs which enter the building from the outside and terminate in an enclosure or listed primary protector, and are not installed inside risers, ducts, plenums and other space used for environmental air the cable is **not** part of the recall.
- If the cable cannot be accessed,
 - Please contact Monoprice to schedule an inspection to confirm whether the cable is part of the recall:
 - Toll-free at 844-500-7656 from 6 a.m. to 3 p.m. PT Monday through Friday or via email at mpcmrrecall@monoprice.com or,
 - Visit www.monoprice.com and select the “recall” jump cite or visit the dedicated recall website page at <https://mpcmrrecall.com/> to access a user friendly fillable form.
 - Download the [Recall Form](#) and send it
 - via regular mail to 1 Pointe Drive, 4th Floor, Brea, CA 92821
 - via fax to 909-341-7553
 - If the inspection confirms that the cable is part of the recall, the removal and installation of the replacement cable will be completed at no cost to you.

Are Category 5 CMR Cables with similar UL markings included in the recall?

No. The only CMR cables affected by the recall are Monoprice Category 6 CMR Communications Cables.

Have there been any reported incidents or injuries associated with the use of the CMR cable?

No, Monoprice has not been advised of any incidents or reported injuries relating to the use of the CMR cable.

This voluntary recall was commenced due to random field testing that indicated that the Monoprice Category 6 Ethernet Bulk CMR Communications cable did not meet the flammability requirements of the UL 1666 safety standard which may result in an increased risk of fire spread when used in applications which require CMR rated cables.

How do I obtain replacement cable?

First, confirm that your cable is part of the voluntary recall (see above).

- If you determined the cable is part of the recall and the cable has not been installed:
 - Please contact Monoprice:
 - Toll-free at 844-500-7656 from 6 a.m. to 3 p.m. PT Monday through Friday or via email at mpcmrrecall@monoprice.com to obtain directions on how to return the uninstalled cable and obtain replacement cable or,
 - Visit www.monoprice.com and select the “recall” jump cite or visit the dedicated recall website page at <https://mpcmrrecall.com/> to access a user friendly fillable form.
 - Download the [Recall Form](#) and send it
 - via regular mail to 1 Pointe Drive, 4th Floor, Brea, CA 92821
 - via fax to 909-341-7553
 - The following information will be requested, so please have the information available:
 - UL jacket marking(s) on cables

- Name, email address, phone number and address of purchaser
 - Is the location a residence or business
 - Location of installation at the address
 - Name of original installer _
 - Date of purchase (if known)
 - Location of purchase
 - Purchase price (if known)
 - Amount of cable purchased
 - *Note: Cable length and number of units/ boxes*
 - Date of installation (if known)
 - Address of installed cable (if different than address)
 - Owner of address of installed cable
 - Amount of cable installed
 - Is cable installed in runs greater or less than 50 feet
 - *Specify lengths of runs*
 - Amount of cable remaining after installation
 - Location of remaining uninstalled cable
 - If available, UPC codes from cable boxes
- If the cable has been installed and you cannot determine if the cable is part of the recall:
 - Please contact Monoprice:
 - Toll-free at 844-500-7656 from 6 a.m. to 3 p.m. PT Monday through Friday or via email at mpcmrrecall@monoprice.com, to schedule an inspection to confirm whether the cable is part of the recall or,
 - Visit www.monoprice.com and select the “recall” jump cite or visit the dedicated recall website page at <https://mpcmrrecall.com/> to access a user friendly fillable form.
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 - *Specify lengths of runs*
 - Amount of cable remaining after installation
 - Location of remaining uninstalled cable
 - If available, UPC codes from cable boxes
- If the inspection confirms that the cable is part of the recall, the removal and installation of the replacement cable will be completed at no cost to you.
- If the cable has been installed and you were able to access and confirm that the cable is part of the recall:
 - Please contact Monoprice:
 - Toll-free at 844-500-7656 from 6 a.m. to 3 p.m. PT Monday through Friday or via email at mpcmrrecall@monoprice.com, to confirm the cable is part of the recall and schedule an appointment for removal and replacement or,
 - Visit www.monoprice.com and select the “recall” jump cite or visit the dedicated recall website page at <https://mpcmrrecall.com/> to access a user friendly fillable form.
 - Download the [Recall Form](#) and send it

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 - Is the location a residence or business
 - Location of installation at the address
 - Name of original installer _
 - Date of purchase (if known)
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 - Amount of cable purchased
 - *Note: Cable length and number of units/ boxes*
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 - Amount of cable installed
 - Is cable installed in runs greater or less than 50 feet
 - *Specify lengths of runs*
 - Amount of cable remaining after installation
 - Location of remaining uninstalled cable
 - If available, UPC codes from cable boxes

What should I do while I wait for the inspection and/or installation and replacement?

Immediately discontinue use of the cable. If following the free inspection, the cable is determined to be part of the recall and requires replacement, an installation will be conducted or scheduled immediately and the recalled cable removed and replaced with new compliant cable, at no cost to you.

When will the recall and replacement program end?

The voluntary recall and replacement program do not expire.

What if I have additional questions?

Please contact Monoprice toll-free at 844-500-7656 from 6 a.m. to 3 p.m. PT Monday through Friday or via email at mpcmrrecall@monoprice.com.