

HIGH BAY SAFETY RECALL - LHB

Valued Channel Partner,

We are writing to inform you that our records show that products named in a safety recall have been shipped to your location. Some of these products were sold by Cooper Lighting in the Metalux High Bay product series with the LED Linear High Bay (LHB) catalog type, provided by a third-party supplier. The LED Linear High Bay (LHB) product line refers to the dedicated lumen and color temperature product discontinued by Cooper Lighting in December 2023 prior to notification of this recall, and which has transitioned to our new LHBS series, which is NOT affected by this recall. If you have these products installed at your location, please read the following carefully and follow the instructions to register your fixtures for repair.

If you are a contractor, installer, or reseller of lighting fixtures and believe that the fixtures in question were installed at a different location, promptly forward this information to someone at the end-use site.

Below you will find the details of this recall as we understand that this situation may cause inconvenience to our customers, and we are working diligently with the third-party supplier (BEST) who is responsible for administering the recall.

For affected products, please refer to the [CLS Recall Letter](#). Additional information regarding this recall can be found at the links below:

- [FAQs](#).
- [CPSC Recall](#) (Consumer Product Safety Council recall notice from 3rd party manufacturer, Best Lighting)
- [Government of Canada](#)

Product in Stock on Shelf in Warehouse: Your Cooper Lighting Solutions Sales Representative is the designated Point of Contact (POC) for any questions or concerns related to the LHB recall. Before returning any LHB products with the affected catalog suffix (to be specified), it is essential to obtain information. The returns should be directed to Cooper Lighting for Return Merchandise Authorization (RMA) processing at our warehouse in Markham.

Product Installed on Site: Customers must contact Best Lighting Products for more information and register online at www.highbayrecall.net or call their hotline toll-free anytime at **888-204-9905** to schedule a free inspection and on-site repairs. Please refer to the Best Lighting [LED High Bay Recall Center](#).

Cooper Lighting Solutions remains committed to providing lighting solutions that are safe, reliable, and trustworthy. Should you encounter any difficulty or have any concerns, please reach out to our warranty coordinators Ethan DiToro-Belbeck (ethan.ditoro-belbeck@cooperlighting.com) or Robert Naish (robert.naish@cooperlighting.com).