

8371 / 8421 Recall – FAQ

Q: Which models are affected by the recall?

A: All 8371 S, 8371 T, and 8421 T models are affected by the recall.

Q: Why are these models being recalled?

A: The muffler might break during use and poses a fire hazard.

Q: What should I do if I have one of the recalled trimmers/brushcutters?

A: Stop using the product immediately and take it to an authorized **efco** dealer.

Q: My product appears to be okay. Can I continue to use it?

A: No. You should not continue to use it.

Q: I have an efco trimmer/brushcutter not listed in the recall. Is it okay to use?

A: Yes. It is okay to use other models not listed in the recall.

Q: I no longer have the receipt for the product. Can I still return the product to get a replacement?

A: Yes. You can take the product to any authorized **efco** dealer for a replacement.

Q: How do I locate a dealer in my area?

A: Please visit our website www.efcopower.com and use the Dealer Locator or call us at 800-800-4420 Monday through Friday 8:00 a.m. to 5:00 p.m. CT and someone will assist you.

Q: I don't have a dealer in my area to take the unit to; can you send me the replacement unit directly?

A: No. Please contact us directly and we will assist you. You can contact us by email at info@efcopower.com or by phone at 800-800-4420 Monday through Friday 8:00 a.m. to 5:00 p.m. CT.

Q: I have a question that wasn't addressed here. Can I contact your company directly?

A: Yes. You contact us by email at info@efcopower.com or by phone at 800-800-4420 Monday through Friday 8:00 a.m. to 5:00 p.m. CT.

Q: My product was repaired as part of the first recall. Is it affected by the second recall?

A: Yes. Even if your product was previously repaired as part of the first recall, you need to contact us for a replacement.