

**Matco Tools Wireless Charger Recall  
April 2019**

**Customer Service Q&As**

**Q: Why is PTP recalling the Matco Wireless Charger?**

**A:** PTP is voluntarily recalling the charger in cooperation with the U.S. Consumer Product Safety Commission because it can overheat, posing a burn hazard. (The chargers are also being voluntarily recalled in Canada.)

**Q: Has anyone been injured?**

**A:** PTP voluntarily recalled the charger upon identifying two reports involving burns to fingers, neither of which reportedly required medical attention.

**Q: How do I know whether my Charger is being recalled?**

**A:** The affected charger was sold to consumers between November 2018 and January 2019 for a recommended retail price of \$24.99. The charger is round and has “MATCO TOOLS” and the Matco logo printed on a black background in the center. It measures about 4 inches in diameter and ½ an inch in height and was sold with a USB connector cable.

**Q: What should I do if I have a Matco Wireless Charger?**

**A:** Please stop use immediately and return the charger to the Matco Distributor where purchased for either a full refund or Matco store credit for the amount of the purchase price.

**Q: Should I send the charger back to PTP?**

**A:** No. Please return to the charger to the Matco Distributor where purchased for either a full refund or Matco store credit for the amount of the purchase price.

**Q: I am unable to reach my Matco Distributor- how can I participate in the recall?**

**A:** We will provide you with a shipping label to return the charger to PTP free of charge. Upon receipt of the charger, PTP will issue you a refund check for \$24.99.