

## WEBSITE COPY

### PRODUCT RECALL

The safety of our customers is paramount, so on this page you will find details of any products that have been recalled either by us or due to changes in regulatory requirements.

### RECALL NOTICES

**Title:** Helly Hansen Recalls Navigare Comfort, Navigare Scan, Junior Safe+ and Kid Safe+ Lifejackets

**Description:** Due to a third-party product manufacturing matter, select Helly Hansen lifejacket lines, specifically Navigare Comfort, Navigare Scan, Junior Safe+ and Kid Safe+, do not meet our standards and pose a risk of drowning to users. The style and PO number can be found on the waist sew-in label. All other lifejacket lines have met our required safety standards.

**Remedy:** Consumers should immediately stop using the recalled items and contact Helly Hansen for a credit note or refund. Consumers who purchased the recalled items are asked to destroy the equipment by referring to the destruction instructions below and sending a photo to [insert email]. On request, consumers may also return their products to Helly Hansen. If you would prefer to organise a return, please get in touch with [insert email].

**Incidents/Injuries:** None reported

**Recall Date:** [July 2025]

**Customer Contact:** Helly Hansen Customer Care is available Monday through Friday [10:00 – 18:00 CET].

Local customer care contact telephone numbers can be found at:

[https://www.hellyhansen.com/en\\_gb/customer-service/contact/form](https://www.hellyhansen.com/en_gb/customer-service/contact/form)

Email address contact: [insert recall email]

### Product List

Style	Size	PO numbers (To be found on the waist sew-in label)
33800 NAVIGARE COMFORT	30/40 kg	PS 275063 PS 275857 PS 286301
33800 NAVIGARE COMFORT	40/60 kg	PS 275063 PS 275857 PS 286301
33800 NAVIGARE COMFORT	60/90 kg	PS 275063 PS 275857 PS 286301
33800 NAVIGARE COMFORT	90+ kg	PS 275063

		PS 275857 PS 286301
33801 NAVIGARE SCAN	30/40 kg	PS 275064 PS 275858 PS 279872 PS 286302
33801 NAVIGARE SCAN	40/60 kg	PS 275064 PS 275858 PS 279872 PS 286302
33801 NAVIGARE SCAN	60/90 kg	PS 275064 PS 275858 PS 279872 PS 286302
33801 NAVIGARE SCAN	90+ kg	PS 275064 PS 275858 PS 279872 PS 286302
33992 JR SAFE+	20/35 kg	PS 275095 PS 275878 PS 279884
33991 KID SAFE+	10/25 kg	PS 279883 PS 286310

## FAQS

### 1. Does this apply to all life jackets?

- No. This issue relates to a specific product manufacturing matter associated with the above listed styles. All of our other models, including Musto, remain safe to use.

### 2. Will I be offered compensation for shipping?

- Yes. Please fill out the product return form at the end of this page and we will provide a pre-paid packaging envelope.

**3. How can I tell if my lifejacket is part of the recall?**

- a. Please refer to the styles and PO numbers above. The style and PO number can be found on the waist sew-in label.
- b. In the event of any questions, please ask a member of our customer team at [\[insert email\]](#).



Instruction for destruction of Kid Safe+  
& Jr Safe+ childrens life jackets



Instruction for destruction of Navigare  
Scan & Navigare Comfort life jackets



**SUBMIT YOUR PRODUCT RECALL FORM**

[\[insert form\]](#)