

OCEAN REEF QUESTIONS & ANSWERS

Ocean Reef will set up a toll-free number 1-800-922-1764 for customers, dealers, and distributors to call in the event they have questions. A proposed Q&A is as follows:

Q. Why is Ocean Reef conducting this recall related to its Integrated Diving Masks?

A. We are conducting this voluntary recall to keep our customers safe and to prevent any injury. The diving mask regulator can cause restricted airflow, posing an injury hazard to divers.

Q. How do I determine if my Integrated Diving Mask(s) is/are included in the recall?

A. Check the serial number laser engraved on the housing and compare it with the number list reported in the recall notice, in the press release, in the recall poster, or on the website.

Q. Are all the Integrated Diving masks a potential safety concern?

A. Only the masks sold between March 21, 2018 and November 8, 2018 can have the potential problem highlighted by Ocean Reef. For the safety of any current owners, Ocean Reef believes that in order to ensure proper calibration, as well as compliance with company and industry standards, the Integrated Diving Masks should be recalled to have the instruments assembled on the masks inspected, and if necessary fixed or replaced.

Q. What causes the Integrated Diving masks not to work properly?

Ocean Reef found that one instrument of the production chain of its Integrated Diving Masks has lost its calibration which could lead to the regulator assembled on the mask not to work properly. Ocean Reef has received no reports of injuries.

Q. What Do I Do If I have an Integrated Diving Mask involved into the recall?

Contact Ocean Reef at operator@oceanreefgroup.com and/or call 800-922-1764 (toll free) or 760-744-9430 to obtain return instructions.

Q. Has anyone been injured or killed using an Integrated Diving Mask?

A. There have been no deaths or injuries reported to Ocean Reef related to the Integrated Diving Masks defect.

Q. What precaution must be taken to prevent injury using an Integrated Diving mask?

A. Consumers should immediately stop using the recalled Integrated Diving Masks and contact Ocean Reef for the return and check of their mask, replacement, or refund. (Consumers only have to return their masks to obtain the remedy, not provide a receipt of purchase.) . Dealers/Distributors should remove these masks from their store and contact Ocean Reef for a return and check of the equipment or replacement.

Q. My Integrated Diving Mask appears to be operating okay. Can I continue to use it?

A. No. Even though your product appears to be operating okay, you should stop using the mask and participate in the recall by returning the mask to us for a free check and repair, replacement, or refund. (Again, consumers only have to return their masks to obtain the remedy, not provide a receipt of purchase.)



Q. How long will it take to receive the repair/replacement?

A. It is expected that it will take 2 weeks on average for the check and repair procedure, but times will vary depending on availability of parts. The mask replacement will require a longer time due to the limited availability of completed replacement masks. The customer front desk will contact you after you initiate contact about your mask to confirm the expected date for the replacement or the check and repair, after verifying the availability of parts or masks.