

Voluntary Recall Notification

CASCADE DESIGN Inc.

MSR camping cooking pot

Hazards of:

Handle detaching or becoming loose

Risk of:

Burns or Scalds

Summary

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MSR camping cooking pot

Outline:

1. Product Overview.
2. Issue Description.
3. Analysis and Investigation.
4. Risk Assessment.
5. Remedy to the safety issues.
6. Corrective Measures.
7. Identification and traceability.
8. Communication to consumers – template.



1.- PRODUCT OVERVIEW (1).

CASCADE DESIGN Inc. is an American company based in Seattle, Washington, founded in 1972. Specializing in outdoor equipment, the company is committed to innovation and quality in its products catering to campers, hikers, and outdoor enthusiasts. Their product range includes well-known brands like Therm-a-Rest, MSR (Mountain Safety Research), Platypus, and SealLine.

MSR offers a variety of cooking and water purification equipment, such as stoves and water filters, tailored for adventurers in diverse conditions.

CASCADE DESIGN Inc. sells its products in more than 20 countries.

This product has been marked from January 2008 through October 2023.

After reviewing some consumer complaints, CASCADE DESIGN Inc. has identified a defect. The pot handle can detach, disengage, or become loose, potentially spilling contents, including hot liquids. This can lead to burns or scalds from hot food and liquids.

Consumers should immediately stop using the recalled camping cooking pot and contact Cascade Designs' **customer service or distributor** to inquire about obtaining a free replacement pot handle/lifter. The replacement pot handle/lifter does not require tools for installation.

Twenty-two incidents have been reported worldwide. Two of them resulted in burns injuries.

Warning notification process to the importers and distributors is underway.

1.- PRODUCT OVERVIEW (2).

MSR camping cooking pot:

Short description:

It is an anodized aluminum pot available in various capacities: 1 liter, 1.5 liters, 1.7 liters, 2 liters. Anodized aluminum pot refers to pot made with anodized aluminum. Anodized aluminum is an electrochemical process that hardens and strengthens the surface of the aluminum, making it resistant to corrosion and more durable.

It can be purchased individually or as part of sets, including Trail Lite cook sets, the Pocket Rocket® cook kit, and some Reactor stove systems. The MSR logo is visible on the side of the pots.

Camping cooking pot. HTS: 8509.40

Price: between \$40 and \$290.

Release Date: February 22nd, 2024

1.- PRODUCT OVERVIEW (3).

Affected products:

- MSR® Trail Lite™ and Reactor® camping cooking pots.
- They can be purchased individually or as part of sets, including Trail Lite cook sets, the Pocket Rocket® cook kit, and some Reactor stove systems.
- The MSR logo is visible on the side of the pots.
- Sold from 2008 through October 2023.
- Nine models are affected.

UPC	SKU DESCRIPTION
40818095676	Pocket Rocket Stove Kit
40818068984	Reactor 1.0L Stove System
40818112052	Reactor 1.7L Stove System
40818069004	Reactor 1.0L Pot
40818069011	Reactor 1.7L Pot
40818132340	Trail Lite 1.3L Pot
40818132357	Trail Lite 2L Pot
40818068977	Trail Lite Duo Cook Set
40818103739	Trail Lite Solo Cook Set



Pictures of all pots on the following site:

<https://www.msrgear.com/ie/pot-recall.html>

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2.- ISSUE DESCRIPTION (1).

The pot handle can detach, disengage, or become loose, potentially spilling contents, including hot liquids. This can lead to burns or scalds from hot food and liquids.

A deep investigation began in the last months of 2023.

Results:

- **Number of incidents reported:** Most incidents were reported during the last two years; 22 issues were reported worldwide.
- **Number of accidents reported:** 2 burns.
- **Incident:** The pot handle may detach or become loose, leaving the pot and its contents when they are very hot or have boiling liquids in, which may cause burns or scalds.
- **Issue:** The pot handle can detach, disengage, or become loose.
- **Hazard group:** Extreme temperatures.
- **Hazard subgroup:** Hot surface/hot liquids.
- **Description:** The harm scenario is linked to the risk of burns or scalds.
- **Classification of the defect:** Flaw: detach/became loose
- **Level of risk:** High risk.
- **Accident with harm requires the following conditions:**
 - ✓ The user is not aware of the flaw.
 - ✓ The user heats the **liquid in the** product to a high temperature.
 - ✓ While **heating the liquid in the** product at a high temperature, it spills onto a body part.

2.- ISSUE DESCRIPTION (2).

MSR camping cooking pot.

Issue: The pot handle may detach or become loose



3.- Analysis and Investigation (1)

The hazard, typical scenario, and possible injury. ⁽¹⁾

Hazard	Hazard (product property)	Typical injury scenario	Typical worse severity of harm/ injury
Extreme temperature	Hot liquid	The container contains hot liquid. The pot handle disengages. The hot liquid falls on the skin.	Scalds of 2 nd - 3 rd degree.

Four severity levels may be defined as follows:

Severity 1: First-degree burn , up to 100 % of body surface
Second-degree burn, < 6 % of body surface

Severity 2: Second-degree burn, 6-15 % of body surface

Severity 3: Second-degree burn, 16-35 % of body surface
Up to 35 % of body's surface
Third-degree burn

Severity 4: Second-degree burn or third-degree burn, > 35 % of body surface

(1) RAPEX Consumer Product Risk Matrix.

4.- Risk Assessment

The company decided to run a global CORRECTIVE ACTION / RECALL because the MSR camping cooking pot could present a **high risk** under specific circumstances and the type of user.

RISK MATRIX ⁽²⁾

Probability of injury during the live cycle of product		Severity of Injury				
		1	2	3	4	
	>50%	H	S	S	S	A
	>1/10	M	S	S	S	B
	>1/100	M	S	S	S	C
	>1/1.000	L	H	S	S	D
	>1/10.000	L	M	H	S	E
	>1/100.000	L	L	M	H	F
	>1/1.000.000	L	L	L	M	G
	<1/1.000.000	L	L	L	L	H
Qualitative Coords ->		E	D	C	AB	

RAPEX

NOMOGRAPH

(2) RAPEX Consumer Product Risk Matrix.

5.- Remedy to the safety issues.

Based on tests, investigations, and risk assessment outcomes, Cascade Design Inc. became aware of the mentioned potential risks of the MSR camping cooking pot.

Considering the potential high-risk level assessed for the foreseeable worst-case scenario and according to global product safety procedures, Cascade Design Inc. decided to put in place some corrective measures in order to reduce the risk for the consumers who already bought the pots.

The remedy to the safety issue is the free replacement pot handle/lifter that is compatible with the affected pots. The replacement pot handle/lifter is secure, easy to use, and does not require tools.

5.- Remedy to the safety issues.

What clients should do:

Consumers should immediately stop using the recalled camping cooking pot and contact Cascade Designs' **customer service or the distributor** to inquire about obtaining a free replacement pot handle/lifter.

- [International Distributors | Cascade Designs](#) contact details.

Consumers who own a pot with a defective handle may request a compatible pot handle/lifter through the following link page:

<https://www.msrgear.com/ie/pot-recall.html>

Cascade Design Inc. will send the consumer a handle.

The handle will be accompanied by instructions for removing the original handle and adequately using the new one.



6.- Corrective Measure (1)

The relation of Corrective Measures to put in place are:

1. **Stop selling** the affected MSR camping cooking pot and cancel current open orders.
2. **Communicate** the issue to **importers and distributors** ordering to
 - **Stop offering** the affected MSR camping cooking pots online and offline.
 - **Withdraw** the affected MSR camping cooking pots from distribution channels.
3. **Communicate to consumers** that:
 - They should immediately stop using the recalled pots and
 - Contact Cascade Designs' **customer service or distributor** to inquire about obtaining a free replacement pot handle/lifter.

6.- Corrective Measure (2)

The relation of **Corrective Measures** to put in place are:

1. **Stop selling** the affected MSR camping cooking pot and cancel current open orders.
Cascade Design Inc. has already stopped sending the affected pots.
2. **Communicate** the issue to **importers and distributors** ordering to:
 - **Stop offering** the affected MSR camping cooking pots online and offline.
 - **Withdraw** the affected MSR camping cooking pots from distribution channels.
 - Cascade Design Inc. has already warned its importers and distributors about the issue and sent directions to manage it.
 - The first action to be taken is to withdraw the pots from the shelves and online stores and return them.

Actions performed regarding Corrective Measures 1 and 2:

- a) Sending warning letters/e-mail to Cascade Design Inc. importers and distributors.
- b) Giving directions on how to proceed.

6.- Corrective Measures (3)

3. Communicate to consumers that they should immediately stop using the recalled pots and contact Cascade Designs' distributor to inquire about obtaining a free replacement pot handle/lifter that is compatible with the affected pot.

The replacement pot handle/lifter is secure, easy to use, and does not require tools.

Actions performed and to perform:

- Create a landing page to provide guidance to the customer for engaging support.
<https://www.msrgear.com/ie/pot-recall.html>, and click on a prominent link titled “Voluntary Recall Alert” at the top of the website’s main landing page for more information.
 - ✓ The recall message will be on the PDP and in the descriptive copy.
 - ✓ The Recall page content with imagery, instructions, FAQ
- Create a webpage where consumers can find [International Distributors | Cascade Designs](#) contact details.
 - Country
 - Distributor Name
 - Address
 - Website
 - Contact
 - Email
 - Phone
- Utilize the existing Customer Support structures per each country.
- Information posted on the Cascade Design websites [MSR | Mountain Safety Research: Backpacking, Camping & Mountaineering \(msrgear.com\)](#) with the ability to register for the replacement/refund remedy online.
- Point-of-purchase posters.
- Use of the Cascade Design social media presence to notify consumers of the recall.
 - ✓ Facebook. X (Twitter). Instagram.

6.- Corrective Measures (4)

Proactive client identification and Replacement Plan

Cascade Design Inc. will utilize multiple tracking methods to efficiently identify customers who purchased the pots. These methods will include thorough reviews of online sales, loyalty card transactions, and registering customers who have extended their warranty.

Due to the high specificity of the product, purchasers of the pots typically follow the company's social media. Users will be able to contact the company through these platforms and request a replacement.

6.- Corrective Measures (5)

Regarding Marketplaces

Cascade Design Inc. will:

1. Ask marketplaces to withdraw all listings for the affected products subject to the recall.
2. Ask marketplaces to inform all customers who purchased the recalled products about the recall, the hazards they are exposed to, and how to proceed. In case the marketplace does not perform the notification, Cascade Design Inc. will offer to do it.
3. Ask marketplaces to send the withdrawn affected units to the Cascade Design Inc. warehouse.

7.- Identification and traceability.

7.1.- Identification on the packaging.



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40818103739	Trail Lite Solo Cook Set

8.- Communication to consumers – template.

Proposal of posters to place at the sales points.

IMPORTANT SAFETY WARNING

PRODUCT SAFETY ALERT

MSR camping cooking pot.

(Sold during the period 2008 - 2023)

Issue detected: RISK OF BURN OR SCALDS

Dear client,

Cascade Design Inc. has detected a manufacturing defect in all units of the MSR camping cooking pot family product.



HAZARD: The pot handle can detach, disengage, or become loose, potentially spilling contents, including hot liquids. This can lead to burns or scalds from hot food and liquids.

WHAT TO DO: Consumers should immediately stop using the recalled camping cooking pot and contact Cascade Designs' distributor or local retailer to inquire about obtaining a free replacement pot handle/lifter. The replacement pot handle/lifter does not require tools for installation.

For further information, contact your distributor or retailers or Cascade Design Inc through the website:

<https://www.msrgear.com/ie/pot-recall.html>

You will find the distributors' contact details:

[Distributors contact details.](#)

We set them to attend to any inquiries regarding this critical issue.

We apologize for the inconvenience.





Product Safety Recall



Do you own this product?

MSR camping cooking pot.



Dates sold: from 2017 to 2023.



Why the product is recalled: After heavy use or damage, the pot handle may detach or become loose, leaving the pot and its contents when they are very hot or have boiling liquids in, which may cause burns or scalds.



Hazard: The harm scenario is linked to the risk of burns or scalds.



1. Consumers should immediately stop using the recalled camping cooking pot and contact Cascade Designs' distributor or local retailer to inquire about obtaining a free replacement pot handle/lifter.
2. Send us an email or phone us if you are unable to return the product or have sold or gifted it to another person.



Ask our staff to find out more about the recall. For more information, please contact www.spelean.com.au/pages/contact



For more information, please phone our team at 81 02 9988 9800 between 9 am and 6 pm, Monday to Friday.



Purchased from: "[Click to add: Text]"



Set yourself a reminder to check at home.

- Take a photo of this notice.
- Set a reminder on your phone.

PRA 

See productsafety.gov.au for Australian product recall information

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8.- Communication to consumers – template.

Proposal of posters to place at the sales points.
(in the USA)



Outside USA



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8.- Communication to consumers – template.

MSR DTC customer email (Email to be distributed to customers who have purchased from our DTC site.)



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8.- Communication to consumers – template.

Recall call outs on product pages



TENTS COOKING WATER SNOW POLES SALE | EXPLORE

Voluntary Recall Alert



MSR / Cookware / Cook Sets

[RECALL NOTICE](#)

Trail Lite™ Solo Cook Set

Light and compact cook set engineered for solo backpackers.

[Learn More](#)

★★★★☆ 2 Reviews

📍 Find In Store

🌐 Find Online

DESCRIPTION

RECALL NOTICE [Click Here](#) for more info

Designed for solo backpackers who want to keep the menu options open, the Trail Lite Solo Cook Set delivers the packing convenience of an all-in-one set. Perfect for pasta, soup and other one-pot meals, this light and compact set will keep you well-fed at camp, and moving quickly on the trail.

⚠️ **WARNING:** Cancer and reproductive harm

TECH SPECS

FAQS AND DOCUMENTS

SHIPPING AND RETURNS

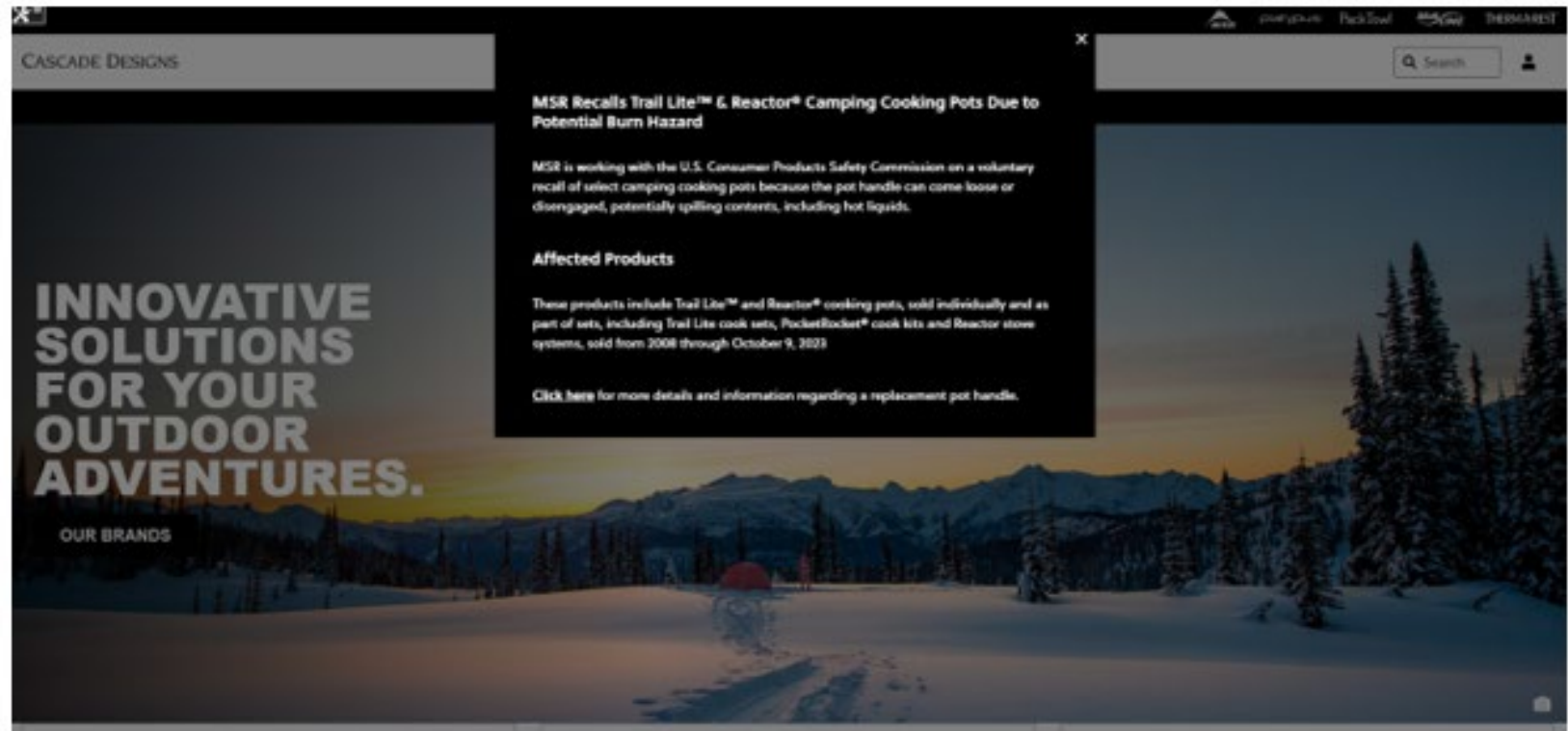
- **Light:** 1.3 L pot handles basic cooking tasks with minimal weight.
- **Compact:** Efficient, nesting design saves pack space.
- **Efficient:** Hard-anodized aluminum spreads heat evenly for a better cooking performance.
- **Includes:** Includes: 1.3 L hard-anodized aluminum pot, clear strainer lid,* Insulated Mug,* DeepDish™ bowl,* folding Talon™ pot handle.

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8.- Communication to consumers – template.

Proposal of the notice will appear on Cascade Designs and MSR home pages.

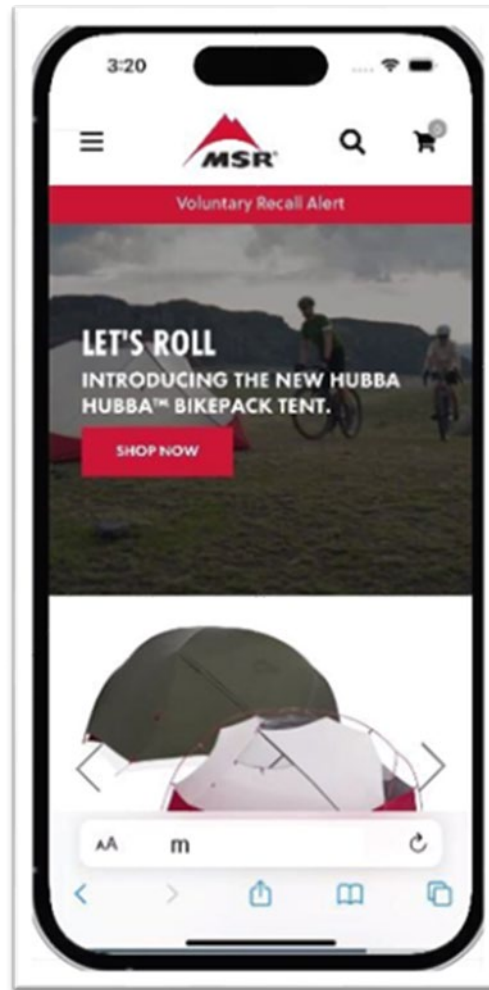


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8.- Communication to consumers – template.

Proposal of the notice will appear on MSR App.



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8.- Communication to consumers – template.

Proposal recalling landing page



Voluntary Safety Recall

MSR Recalls Trail Lite™ & Reactor® Camping Cooking Pots Due to Potential Burn Hazard

Release Date: January ??, 2024
Release Number: 0123456

Cascade Designs Recalls Camping Cooking Pots Due to Burn and Scald Hazards
Recall Summary

Name of Product: MSR® Trail Lite™ and Reactor® camping cooking pots, sold individually and as part of sets, including Trail Lite cook sets, PocketRocket® cook kits, and Reactor stove systems.

SKU	Product Name
06898	Reactor® 1.0L Stove System
11205	Reactor® 1.7 L Stove System
06900	Reactor® 1.0 L Pot
06901	Reactor® 1.7 L Pot
09567	PocketRocket® Stove Kit
10373	Trail Lite™ Solo
06897	Trail Lite™ Duo Cook Set
13234	Trail Lite™ 1.3 L Pot
13235	Trail Lite™ 2 L Pot



Hazard: The pot handle can detach or become loose posing burn or scald risk to consumers from hot food and liquids spilling from the product.

Consumers should immediately stop using the recalled camping cooking pot and contact Cascade Designs for a free replacement pot handle/lifter. The replacement pot handle/lifter is secure , easy to use and does not require tools to install.

Contact Us: Click [here](#) to submit a case or contact us at 800-531-9531 from 8 a.m. to 4 p.m. PT M-F

What to do: Replace ipsum lo it eromu ti, lorem ipsum guardian pika pot ipsum lo it eromu ti, lorem ipsum guardian pika potipsum lo it eromu ti, lorem ipsum guardian pika pot


View the full press release [here](#).

8.- Communication to consumers – template.

Packaging & Instructions. Packaging will be updated in due course. Instructions for Lite Lifter replacement pot grip are below.

MSR® POT HANDLE RECALL INSTRUCTIONS


CAUTION: MSR has issued a voluntary recall of the listed cook pots because the pot handle can come loose or disengaged, potentially spilling contents, including hot liquids, and creating a burn hazard. Follow these instructions to remove the handle and safely use the replacement pot grip.



FOR REACTOR® 1.0L STOVE SYSTEM,
REACTOR® 1.7L STOVE SYSTEM,
REACTOR® 1.0L POT, REACTOR® 1.7L POT,
POCKETROCKET® STOVE KIT,
TRAIL LITE™ SOLO, TRAIL LITE™ DUO SYSTEM,
TRAIL LITE™ 1.3L POT, & TRAIL LITE™ 2.0L POT


MOUNTAIN SAFETY RESEARCH®

1 TO REMOVE POT HANDLE




With the pot handle in the 'Closed' position (folded overtop the pot), grip the handle firmly.

2 TO REMOVE POT HANDLE




Twist handle 90 degrees to pop it out of the bracket. Discard handle.

1 TO USE LITELIFTER™ POT GRIP




Open Litelifter pot grip handles and position clamp around the pot's edge.

2 TO USE LITELIFTER™ POT GRIP



Squeeze handles together with a firm grip to secure Litelifter to pot.

3 TO USE LITELIFTER™ POT GRIP



Maintaining a firm grip, carefully lift pot. Always lift a full or hot pot with caution.

CAUTION: Do not leave pot grip on cookware while over a flame.

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For additional information

Email exclusively for Authorities regarding the current recall:

[Support MSRpot@productsafetymanagement.com](mailto:MSRpot@productsafetymanagement.com)

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Logos

CASCADE DESIGNS®

