

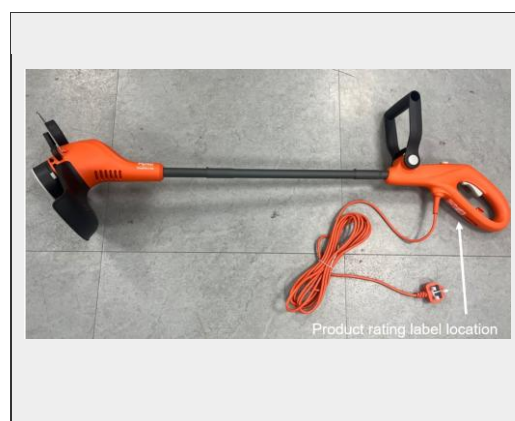
⚠ IMPORTANT SAFETY WARNING – PRODUCT RECALL ⚠

GARDENA (FLYMO) is issuing a **product recall** for the products listed below. **Stop using this product immediately.** A defect has been identified that poses a **risk of physical injury**.

If you have purchased one of the affected products, **do not use it again under any circumstances.** Follow the return instructions set out in this letter to obtain a full refund.

AFFECTED PRODUCTS

Brand	FLYMO
Model 1	FLYMO SIMPLITRIM 230 AC Trimmer
Item No.	9708376-01
Model 2	FLYMO SIMPLITRIM 230 PLUS AC Trimmer
Item No.	9708377-01
Sold since	January 2026 Sold in UK and Northern Ireland through Asda, Lidl GB, Screwfix, Wickes, Currys and select independent garden centers.
Colour	Orange/Black



Where to find your model number: Printed on the label on the bottom of the handle (see image above).

⚠ IDENTIFIED HAZARD: RISK OF PHYSICAL INJURY

The spool cover on affected units **may break and be ejected at high speed during operation.** This poses a **risk of physical injury** to the user and to bystanders. The failure has been observed during the first or second use of the product.

Do not continue to use this product.

ACTION REQUIRED – STOP USE IMMEDIATELY

- 1. Stop using the product immediately.** Switch off and disconnect from the power supply. Do not use the trimmer again.

2. **Keep the product out of reach of others.** Do not allow any other person to access or use the trimmer.
3. **Return the product.** You may either return it to the store where it was purchased (see Option A) or return it directly to Flymo and receive your refund directly from us (see Option B) — see instructions below.

HOW TO RETURN YOUR PRODUCT AND OBTAIN A REMEDY

OPTION A – Return to the Store (refund via your retailer)

Bring the product to the store where you originally purchased it, together with your proof of purchase (receipt or order confirmation) where available.

The store will process your **full refund directly**.

OPTION B – Return Directly to Flymo (refund direct from Flymo)

Contact us using the details at the bottom of this letter to arrange collection of the product from your home or property. To receive your refund directly from Flymo, you must provide: (i) the product itself; (ii) a copy of your proof of purchase (receipt or order confirmation); and (iii) a signed confirmation that you accept the Flymo refund in full and final settlement of all claims relating to this product, including any claim you may otherwise have against the retailer from whom you purchased it, and that you will not separately pursue a refund, repair, replacement or compensation from that retailer for the same unit.

Collection is **free of charge**. We can also provide a **free return shipping label and box on request – contact us using the details below**.

Once we have received the product, your proof of purchase and your signed confirmation, you will receive a **full refund directly from Flymo**.

CONTACT INFORMATION

FREEPHONE HELPLINE

03448444558

Available Monday to Thursday, 9:00 – 16:00 & Friday 9:00 – 14:00. Calls are free from landlines and mobile phones within the UK.

WEBSITE

<https://www.flymo.com/uk/c/support/flymo-faqs/product-recall-information>

Full recall information, and collection request form are available on our website.

We sincerely apologise for the inconvenience this causes. Product safety is our highest priority. If you have any questions not answered above, please contact us using the details provided.

GARDENA // Flymo – Product Safety Team

Aycliffe – 2026-09-10