

February 2025

To all Moonboon B2B customers that have purchased our Moonboon Mounting Kit

Item no. 154, SKU 10286, EAN: 5744001611593



At Moonboon, we take product safety extremely seriously. As a precaution, we are now requesting all B2B customers to return the current stock of the Mounting kit to Moonboon.

We are making adjustments to the existing product, which is why we are requesting **returns from all retailers**.

This is because we have been notified about an incident concerning the rawlplug in the Moonboon Mounting Kit coming loose and falling from the ceiling.

Moonboon has sold more than 8,000 Mounting Kits, and this is the first and only reported incident of this kind. Nevertheless, we are taking immediate action to inform you.

We want to assure all customers that our ceiling hook is completely safe to use. It is fully approved for dynamic loads of up to 30 kg, so you can continue using it with confidence when it is not installed with the rawlplug. Please revisit our user manual and check that the mounting kit is mounted accordingly.

We kindly ask you to return your current stock by following these steps:

1. Please send an e-mail to Moonboon sales team at: sales@moonboon.com
2. In the e-mail please include:
 - . Stock qty
 - . Pick-up address
 - . Contact information (Company name, contact name, phone no., e-mail)
3. We will reply with further instructions
4. You will receive a credit note

5. You will be able to order the mounting kit again ultimo March
6. Please refer all your customers to Moonboon customer service:
 - ☐. +45 89877575
 - ☐. hello@moonboon.com

If you have any questions regarding the above, please contact the Moonboon sales team.

Kind regards from the entire team Moonboon