

Free upgrade for owners of a 360 Plus Device

A few months ago, we had a couple customers call to let us know that a Velcro piece, which helps hold the front opening of the 360 Plus Device together, had come off. We sent them both new sets of chin foam pieces and asked they return the original parts for evaluation.

After reviewing the returned parts and discussing the situation with the material supplier, it became apparent the product they had suggested we use in this application was not going to work for the life of the finished product. Needless to say, we were not pleased.

The conversations and testing of different adhesives with the Velcro manufacturer led us to a simple short-term solution and an answer to the problem that will last for the life of the 360 Plus Device.

Having said all that, we're going to ask you to take a look at your 360 Plus Device and see if you have this issue. We'll tell you how to fix it quickly and most importantly how we're going to eliminate it altogether.

The Velcro pieces that we're referring to are the ones on the hard foam pieces that come together under the driver's chin. They are on the two surfaces that come together to hold the opening shut. If you're not sure you understand what I'm describing, take a look at this link. www.valhallaracing.com/images/products/2%20device%20Opened.jpg

Look at the edges of the Velcro pieces. Pull at the edges of the Velcro piece all the way around it. If they are flat against the surface of the foam piece and don't want to lift up without a fight, you don't have an issue. If that's the case, great, but keep an eye on it.

A side note at this point, be sure and use the redundant Velcro strap that goes across the front of the foam pieces. This assures that the two hard foam pieces will not come open. If you have lost your Velcro strap somehow, let us know and we'll send you a replacement at no charge.

On the other had, if in the past you have had to reapply the Velcro piece because it has come off, or find that you are able to lift up on the Velcro piece and are able to pull it away from the foam, we need to fix it.

As mentioned earlier, conversations with the Velcro manufacturer led to a quick, short-term fix – Super Glue. Any new adhesive they would have used on the Velcro pieces would have a hardener in it that is very similar to that in Super Glue or Krazy Glue.

If your Velcro pieces are coming off, simply pull it back and dab a bit of Krazy or Super Glue on the backside and reapply it. A lot is not necessary and be careful not to get it stuck to yourself. Apply the glue to the piece that is coming off and let it thoroughly dry before pressing the two Velcro pieces together in the closed position.

If you have this situation and are not comfortable doing this yourself, you can contact us at 419.682.1360 or sales@valhallaracing.com. We'll ask for your name and address and we'll send you replacement parts.

Now, in our opinion, it's not acceptable to be in a position where we're producing a product and asking the customer to put Super Glue on it so they can use it. As a result, we've redesigned the front foam pieces and are building new tooling to eliminate the problem completely. The new design eliminates the Velcro pieces and Velcro strap all together. By the end of July, we will have replacement parts available to send at no cost to anyone that has a 360 Plus Device.

In the coming weeks, we'll be posting a special email address and asking anyone that wants the free replacement kit to drop us an email containing their name and address they want the kit sent to. The kit will be sent at no cost to anyone that wants one. The kit will contain the replacement foam piece, instructions, and a sticker that will need to be applied to the back of the 360 Plus Device. We will also have a video on our website that will address the retrofit any questions that may come up.

If you have any questions, please feel free to contact us and we'll work to answer your questions. We can be reached at 419.682.1360 or sales@valhallaracing.com. Emailing your question(s) may result in a quicker response, but don't hesitate to call.