

Campfire Big Table

Table Collapse Hazard

Frequently Asked Questions (FAQ)

Steelcase®



Q: What is the issue that requires the retrofit of Big Tables?

A: The metal cam fasteners attaching the table elements can loosen, potentially resulting in the tables collapsing.

Q: Does this problem affect all Big Tables?

A: All Big Tables manufactured in Asia Pacific and delivered before March 30th 2018 have this issue and require the retrofit.

Q: What happens when the fasteners loosen?

A: The metal cam locks can come loose where the center vertical panel connects to the two end panels. This can create gaps between the panels where they should be tightly connected and over time or with improper movement of the table, the end panel could separate causing the table to collapse.

Q: Why is it necessary to perform the retrofit?

A: An user could be injured if the table elements separated while they were using the table.

Q: What if the customer declines this work but asks for monetary compensation?

A: This retrofit is necessary, and does not cover monetary reimbursement to the end user.

Q: What skills must a technician have for this retrofit?

A: The work entails addition of brackets to prevent attachment points from loosening. Furniture installers with experience with Steelcase products can complete this work.

Q: How much time should we anticipate for the bracket installation?

A: Our estimate is 30 minutes per table.

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Q: How can we minimize time and cost on this retrofit?

A: Having an experienced installation crew perform the retrofit is the best way to reduce time and cost. Additionally, it helps if technicians understand the instructions provided and follow our process as detailed in the instructions.

Q: What parts should I order for the bracket installation?

A: The brackets and fasteners will be sent to you directly.

Q: Do we have to use the LASER request provided for this retrofit?

A: Yes. It enables us to track the cost and completion of the work associated with this recall.

Q: What if our technicians find other problems with the Big Tables while at the site?

A: Please open a separate service request (LASER) for any additional warranty work not covered in this safety recall notice.

Q: If I have other questions regarding this retrofit, who should I contact?

A: If you have further questions, you can contact the quality manager identified below.
Cheong Mun Guan at MunGuan.Cheong@steelcase.com

Q: Where can I reference the installation and caution label?

A: You can reference to the attachments to find the bracket assembly and caution label sticker on Village