

July 18, 2016

Mr. Mike Ulch  
Newark  
300 S. Riverside Plaza  
Suite 2200  
Chicago, IL 60606

Dear Mike,

Please reference the information below regarding a potential problem affecting certain production batches of our Series 04 Emergency Stop Switches. Please contact us immediately if you have any questions, or if we can support you with the return process.

For your convenience, we have also attached a list of customers to whom you may have sold this product, and who may be affected by this product notification.

## **Safety warning / voluntary acceptance of returned goods: possible functional disorder of emergency-stop switch actuators of Series 04**

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### **Malfunction**

The operation of the emergency-stop actuator possibly does not lead to the connected device being restored to a safe condition.

### **Affected models**

EAO AG has determined that the emergency-stop switch actuator of Series 04 produced in the period of February 2016 to April 2016 with the production code H2 and H3 could be defective:

Part-no.:  
704.064.2  
704.066.2



The affected products possibly do not conform to safety requirements and may pose a danger to the safety or health of users and third parties because of their potentially impaired function.

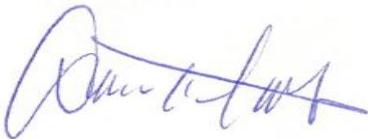
**Actions required:**

- 1. Distributors should immediately cease distribution of the affected emergency-stop actuators until date codes of your inventory can be verified.**
- 2. Distributors should inform their clients, and if applicable, any other persons involved in the supply chain about this notice.** Please see attached list of customers from reported POS information (February through May 2016).
- 3. Our valued customers who use the affected emergency-stop actuators of Series 04 are directed to immediately cease use of this equipment until date codes can be verified.**
- 4. The defective products will be replaced free of charge and we request that any of the affected product with the date codes of H2 and H3 be returned to EAO.** Please contact EAO customer service department to arrange for returns and replacement products.

We regret this incident and apologize for any inconvenience caused. We thank you for your support in this matter.

Please contact us with any questions.

Yours sincerely,



Lance A. Scott  
President



Joseph Torzillo  
Vice President Sales, HMI Components