

## LETTER TO WHOLESALERS FROM TARGUS

[•] May 2004

**URGENT: SAFETY RECALL –  
TARGUS BRAND ALL-IN-ONE UNIVERSAL PLUG ADAPTER**

### **Certified Mail/E-mail/Fax**

From:

**[Targus please provide a contact name]**

Targus Europe Ltd.

527 Staines Road

Hounslow - Middlesex TW4 5DZ

The United Kingdom

To:

**CONTACT NAME**

**TITLE**

**COMPANY**

**ADDRESS**

**POSTAL CODE/CITY**

**Re: Targus All-In-One Universal Plug Adapters – Notice of Recall**

Dear Customer,

Further to our previous communications regarding the Targus All-In-One Universal Plug Adapters, Targus Europe Ltd. (“Targus”) would like to inform you that a recall of these products is being undertaken in the UK. As a distributor of these products Targus is initiating the recall of the adapters which were designed and manufactured by Ahoku Electronic Company. The recall is due to concerns related to a potential shock as well as fire hazard. Although Targus has not received any consumer reports or complaints of electric shock or fire involving the product in actual use, we reaffirm our earlier request to stop selling the products immediately (including internet sales activity), and we now ask that you return all inventory that is stocked in your warehouse to us as soon as possible for credit. Further information on the recall is provided below:

**Safety Issue:** The Safety Technology Authority (TUKES) in Finland has found that these adapters may pose “a risk of electric shock”. The product may also pose a risk of fire.

**Products Affected:** The Targus All-In-One Universal Plug Adapters are subject to this recall. The following model numbers were sold:

Model PA033E – sold in Europe, the Middle East & Africa

Model PA033U – sold in the U.S.

Model PA033C – sold in Canada

Model PA033B – sold in Asia

The Targus branded adapter has also been sold as a part of kit. All model numbers and versions of the adapter are included within the scope of this recall.

The adapter has the brand name ‘Targus’ on the front of the product and packaging model number on the reverse of the pack. A photograph is included below for your reference.

We are working closely with Trading Standard’s officers in implementing the recall in the UK. We have reported this matter to other relevant regulatory authorities in the EC and in the United States.

If you have sold the product to *retailers and other vendors*, please inform them immediately of the recall. We ask that you use the enclosed letter, which contains instructions on the recall, and include the public announcement materials described further below and also enclosed with this letter.

For your information we have also enclosed a copy of the public announcement materials Targus will be relying on to inform consumers of the recall. The first document is an in-store poster that we ask all retailers to post in their stores for 90 days. The last document is a press release that will be issued to the media and posted on our website. The press release will be issued on [•] May 2004. We also ask retailers to begin displaying the in-store poster as of [•] May 2004. The recall call center and web page identified in these materials will only be operational as of [•] May 2004. As noted above, please include these materials with the letter you send to your retail customers.

If you have the contact details of *consumers* who have purchased the product, they should be immediately informed of the safety recall. Targus is willing to contact them directly if you send a list of their names and contact information to [mail033@targus.com](mailto:mail033@targus.com). Alternatively, you may choose to contact them yourself in which case we ask you to send an e-mail to Targus at [mail033@targus.com](mailto:mail033@targus.com) to obtain the appropriate letter and recall instructions.

Please send us any units your customers return to you and a credit note will be issued. Targus will reimburse costs you incur as a result of this recall. Please send us a detailed invoice with receipts and we will send you a refund.

We apologize for any inconvenience this recall may cause you or your customers.

Thank you in advance for your assistance in this matter. Please call **Targus please provide a phone number** at Targus Europe Ltd. if you have any questions regarding the administration of this product recall.

Sincerely,

**[Targus please provide a contact name]**

Targus Europe Ltd.

Encs/

Product Pictures

Letter to Retailers

In-Store Poster

Press Release

Contact Information:

All-In-One Universal Plug Adapters

c/o Targus Europe Ltd.

527 Staines Road

Hounslow - Middlesex TW4 5DZ

United Kingdom

E-mail: [mail033@targus.com](mailto:mail033@targus.com)

Website: <http://www.targus.com/recall>

**LETTER TO RETAILERS FROM WHOLESALER**

[•] May 2004

**URGENT: SAFETY RECALL –  
TARGUS BRAND ALL-IN-ONE UNIVERSAL PLUG ADAPTER**

**Certified Mail/E-mail/Fax**

From:

[Insert contact name]

[Insert the name of the wholesaler]

[Address]

[Postal Code/City]

To:

CONTACT NAME

TITLE

COMPANY

ADDRESS

POSTAL CODE/CITY

Re: Targus All-In-One Universal Plug Adapters – Notice of Recall

Dear Customer,

Further to our previous communications regarding the Targus All-In-One Universal Plug Adapters, Targus Europe Ltd. (“Targus”) has informed us that a recall of these products is being undertaken in the UK. As a distributor of these products we, along with Targus, are facilitating the recall of the adapters which were designed and manufactured by Ahoku Electronic Company. The recall is due to concerns related to a potential shock as well as fire hazard. Although Targus has not received any consumer reports or complaints of electric shock or fire involving the product in actual use, we reaffirm our earlier request to stop selling the products immediately (including internet sales activity), and we now ask that you return all unsold units to us as soon as possible for credit. Further information on the recall is provided below:

Safety Issue: The Safety Technology Authority (TUKES) in Finland has found that these adapters may pose “a risk of electric shock”. The product may also pose a risk of fire.

Products Affected: The Targus All-In-One Universal Plug Adapters are subject to this recall. The following model numbers were sold:

Model PA033E – sold in Europe, the Middle East & Africa

Model PA033U – sold in the U.S.

Model PA033C – sold in Canada  
Model PA033B – sold in Asia

The Targus branded adapter has also been sold as a part of kit. All model numbers and versions of the adapter are included within the scope of this recall.

The adapter has the brand name ‘Targus’ on the front of the product and packaging model number on the reverse of the pack. A photograph is included below for your reference.

Targus is working closely with Trading Standards Officers in implementing the recall in the UK. Targus has reported this matter to other relevant regulatory authorities in the EC and in the United States.

Should any customers come into your store and inquire about the recall in UK, you can either refer them to the following telephone number and website, operational as of [insert date], for recall instructions or you can take back the adapter and provide a refund:

#### CONSUMER RECALL INFORMATION & REGISTRATION

**<http://www.targus.com/recall> or **Targus please provide a phone number****

Enclosed is an in-store notice announcing the recall. We ask that you post the notice in your store for 90 days so that any of your customers that may have purchased the adapter can be informed of the recall. The notice should be displayed as of [insert date].

For your information we have also enclosed a copy of the other public announcement materials Targus will be relying on to inform consumers of the recall. Enclosed is a press release that will be issued to the media and posted on Targus’ website. The press release will appear on [•] May 2004.

If you have the contact details of consumers who have purchased the product, they should be immediately informed of the safety recall. Targus is willing to contact them directly if you send a list of their names and contact information to [mail033@targus.com](mailto:mail033@targus.com). Alternatively, you may choose to contact them yourself in which case we ask you to send an e-mail to Targus at [mail033@targus.com](mailto:mail033@targus.com) to obtain the appropriate letter and recall instructions.

Please send us any units your customers return to you and a credit note will be issued. Targus will reimburse costs you incur as a result of this recall. Please send us a detailed invoice with receipts and Targus will send you a refund.

We along with Targus apologize for any inconvenience this recall may cause you or your customers.

Thank you in advance for your assistance in this matter. Please call **insert the phone number of the wholesaler** or **Targus please provide a phone number** at Targus Europe Ltd. if you have any questions regarding the administration of this product recall.

Sincerely,

[Insert contact name]

[Insert the name of the wholesaler]

Encls/

Product Pictures

In-Store Poster

Press Release

IN-STORE POSTER

# SAFETY RECALL

## All-In-One Universal Plug Adapters Potential Shock/Fire Hazard



Model PA033E; there are other model numbers affected  
if the adapter was purchased outside of [Country].

Please contact any member of the sales staff or call the  
phone number below to find out if your international plug  
adapter is part of the recall. If so, stop using it  
immediately and arrange for a refund.

**Call XXX-XXX-XXXX**

M-F 9.00 to 17.00

**OR CLICK ON:**

**<http://www.targus.com/recall>**

In cooperation with [insert name of the relevant national product safety authority].

Post until \_\_\_\_\_ (90 Days).

## PRESS RELEASE

# Targus and [name of the authority] Announce Recall in [Country] of All-In-One Universal Plug Adapters

In cooperation with [name of the authority], Targus is recalling about [amount of units] international plug adapters sold in [Country].

**Name of product:** Universal All-In-One Plug Adapters/Travel Power Adapter

**Model:** PA033E

**Manufacturer:** Ahoku Electronic Company, of Taipei, Taiwan.

**Distributor:** Targus Europe Ltd.

**Hazard:** The Safety Technology Authority (TUKES) in Finland has found that these adapters may pose a risk of electric shock. The product may also pose a risk of fire.

**Incidents/Injuries:** Targus has not received any consumer reports or complaints of electric shock or fire involving the product in actual use.

**Description:** The recall involves 110/220 volt All-In-One Universal Travel Adapters. The adapters provide four different types of power connections to allow users to use their electrical appliances in different electrical outlets worldwide. The adapter has the brand name 'Targus' on the front of the product and packaging model number PA033E on the reverse of the pack. The adapters that were sold in different countries may have different model numbers including: PA033U (sold in the U.S.), PA033C (sold in Canada) and PA033B (sold in Asia). The Targus branded adapter has also been sold as a part of kit. All model numbers and versions of the adapter are included within the scope of this recall. If an adapter resembles the picture below, the owner should contact Targus. The back of each adapter provides three different plugs that can be pulled out to be used in the regional setting selected. On the side of the adapter is a switch to allow the user to select one of the following three regional settings: "USA/Aust/N.Z." or "Europe" or "U.K." When the user selects the setting for "USA/Aust/N.Z.," the plugs may be swiveled for use in Australia and New Zealand, thus providing the fourth power plug option.

**Distributed to:** Adapters were sold through retail outlets and via the Targus online store for approximately € 20.

**Manufactured in:** The adapters were manufactured in Taiwan.

**Remedy:** To obtain a full refund, contact Targus at [•] or on the web at <http://www.targus.com/recall>.





## LETTER TO CONSUMERS

# SAFETY NOTICE

Dear Consumer:

We understand that you may have purchased an All-In-One Universal Plug Adapter. The Safety Technology Authority (TUKES) in Finland has found that these adapters may pose a risk of electric shock. The product may also pose a risk of fire. If you have one of these adapters, we request that you immediately stop using it and return it to Targus for a refund. The following provides information to assist you in determining if your adapter is subject to the recall and how to obtain a refund.

**PRODUCT:** The recall involves the 110/220 volt All-In-One Universal Travel Adapters. The adapters provide four different types of power connections to allow users to use their electrical appliances in different electrical outlets worldwide. The adapter has the brand name 'Targus' on the front of the product and packaging model number PA033E on the reverse of the pack. The adapters that were sold in different countries may have different model numbers including: PA033U (sold in the U.S.), PA033C (sold in Canada) and PA033B (sold in Asia). The Targus branded adapter has also been sold as a part of kit. All model numbers and versions of the adapter are included within the scope of this recall. If an adapter resembles the picture that is enclosed, the owner should contact Targus. The back of each adapter provides three different plugs that can be pulled out to be used in the regional setting selected. On the side of the adapter is a switch to allow the user to select one of the following three regional settings: "USA/Aust/N.Z." or "Europe" or "U.K." When the user selects the setting for "USA/Aust/N.Z.," the plugs may be swiveled for use in Australia and New Zealand, thus providing the fourth power plug option. A photograph of the adapter is enclosed to help you confirm that you have a recalled unit.

**WHAT TO DO:** If you have confirmed that you purchased an All-In-One Universal Travel Adapter, please immediately stop using it. To obtain a refund, please fill out the form below and put the form and your recalled unit in the enclosed, pre-paid envelope. Targus will then send you a refund in the amount of [•] which is intended to cover the cost of the adapter. If you purchased your adapter at a higher price, please enclose a copy of your receipt and Targus will provide you a refund in the amount of your purchase price.

We apologize for any inconvenience caused and thank you for your immediate attention to this matter. Your safety and satisfaction with our products are our highest priority. Should you have any questions, please contact [•] at [•].

Sincerely,

[

## CONSUMER REFUND FORM

Please fill out the form below and return it to Targus in the enclosed, pre-paid envelope with your All-In-One Universal Plug Adapter. Targus will then send you a refund check in the amount of [•]. If you purchased your adapter at a higher price, please enclose a copy of your receipt and Targus will provide you a refund in the amount of your purchase price.

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

Postal Code: \_\_\_\_\_

City: \_\_\_\_\_

Country: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Amount paid, if greater than the refund amount: \_\_\_\_\_

Targus will not be able to provide a refund greater than the refund amount unless a copy of your receipt is enclosed.