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## **IMPORTANT SAFETY NOTICE – PLEASE READ**

### **NOTICE OF RETROFIT FOR CERTAIN WORLD DRYER MODELS MANUFACTURED FROM JUNE 2005 TO NOVEMBER 2006**

#### **Description**

World Dryer has found that models using a new nozzle design called the “Universal Nozzle” that were manufactured from June 2005 to November 2006 may have some nozzles that are electrically isolated from the base of the dryer and therefore not grounded.

There are no electrical components within or touching the nozzle itself. However, if an electrical malfunction were to occur that caused an electrical component to come into contact with an un-grounded nozzle, a user who touched the nozzle could experience a shock. The risk of such an occurrence is small, but possible.

#### **Retrofit solution**

World Dryer has created a simple retrofit solution that will be available in early February, 2007 to all customers who purchased these dryers. Recipients of this letter are believed to have purchased at least one of these dryers since June, 2005.

Due to the small likelihood of an incident occurring, customers may continue to use their dryers until the retrofit kit is available. Distributors with Universal nozzle dryer in stock should cease shipping until the retrofits are available to them.

#### **Description of a Universal nozzle**

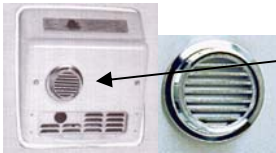
A Universal nozzle is one that can be set to either the swivel or fixed position, even after the dryer has been installed on a wall. This is accomplished by inserting or removing a screw on the back of the nozzle.

#### **Dryers affected**

The dryers affected by this announcement are World Dryer branded hand and hair dryers belonging to model families A, DA, M (AirMax) and B. These include model numbers starting with: A, XA, DA, DXA, RA, XRA, M, XM, DM, DXM, RM, XRM, B and RB, manufactured from June 2005 until November 2006 with Universal nozzles. These model numbers may be followed by suffixes indicating other options such as color, voltage, etc. For example: XRA54

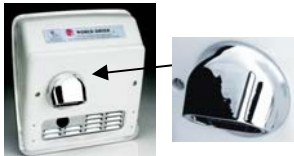
### How to tell if your dryers are affected

- 1) All dryers using Universal nozzles sold before December, 2006 are affected and must be updated with the retrofit kit.
- 2) Dryers purchased before June of 2005; you are NOT affected by this notice.
- 3) If the dryer was manufactured after May, 2005, there is a high probability that it has a Universal nozzle. A date code showing when the dryer was manufactured is attached to the inside of the base of the dryer in the form of year, month (YYYYMM).
- 4) Dryers with an “M” in the serial number are NOT Universal nozzle and are not affected by this notice.
- 5) An “E” nozzle, which looks like a flat grill is NOT a Universal nozzle and is not affected by this notice.



E Nozzle (is not a Universal nozzle)

- 6) The new “Q” nozzle, first sold in August, 2006 and only on recessed units, is a Universal nozzle and must be updated.



- Q Nozzle (is a Universal nozzle)

- 7) Regular style nozzles can be either Universal or old-style nozzles and are nearly indistinguishable from the outside of the dryer.



Regular nozzle (looks the same whether it is a Universal or old style nozzle)

- 8) The surest way to know if it is a Universal nozzle or not is to take off the cover and look at the back of the nozzle from the inside of the cover. If the collar surrounding the grill is continuous, it is an old-style nozzle. If it is a non-continuous snap-ring washer it is a Universal nozzle.



Old-style nozzle has continuous collar



Universal nozzle has open-ended snap-ring washer

- 9) Other World Dyer brands such as Nova, Electric Aire, No Touch and Airspeed are not affected by this notice.

**CAUTION**

ALWAYS DISCONNECT POWER SUPPLY TO THE DRYER BEFORE REMOVING THE COVER.

TAKE CARE WHEN REMOVING THE COVER AND PLACE ONLY ON A FLAT SURFACE. A COVER CAN WEIGH AS MUCH AS 20 LBS.

**What is in the retrofit kit?**

Each kit will contain a cover bolt wrench, a small metal piece, a wire, mounting instructions and a reply post card. The easy-to-follow instructions will show how the metal piece and wire are to be attached to the base of the dryer. This operation is as simple as attaching speaker wire to a stereo and will ensure that the nozzle remains grounded at all times. The only other tool required is a flat head (regular) screwdriver.

In order to keep dryers running safely and properly and to maintain the warranty on parts, World Dryer requires that the user clean out the inside twice a year. We recommend that the user clean the dryers at the same time as performing the retrofit. The total estimated time to complete the retrofit operation is 5 minutes per dryer.

**What's next?**

For those who sold dryers to other customers, they can provide their customer list to World Dryer, along with complete customer contact information and a list of dryer model numbers and serial numbers, and World Dryer will contact those customers directly. Alternatively, if you would like to contact your customers yourselves you may do so and request the retrofit kits be sent directly to you. Please return the enclosed postcard or a separate list as soon as possible.

End users should return the enclosed postcard and World Dryer will send them the retrofit kits directly. The retrofit kit will include a postcard for confirmation that each dryer has received the retrofit. It is important that these are filled out completely and returned.

At World Dryer, we are proud to be the world leader in reliable, safe hand dryers and we know that our partners of many years also value these qualities. In the spirit of this tradition, we thank you for your help in this matter.

Questions? Please contact customer service at World Dryer at 800-323-0701.