



ELMO USA CORP.

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www.elmoussa.com

RECALL NOTICE

To: Authorized ELMO Dealers, Distributors & Resellers

From: Howard Winch
ELMO USA Corp.

Re: Recall Notice

In cooperation with the Consumer Product Safety Commission ELMO USA Corp is announcing a recall of certain ELMO Visual Presenters (document cameras) manufactured and sold in the United States between 1993 and 2005. While no reports of any incidents have occurred in the U.S. there have been a few incidents reported in Japan.

The incidents involve heat build-up, smoking and in very rare instances fire in the upper light arm assembly of the units. These symptoms are due to the improper alignment of the fluorescent lamp pins. The affected models and serial numbers appear below. We strongly urge you to review this data and determine which of your customer have purchased these units.

ELMO USA Corp is setting up a toll free telephone number so those end-users or dealers/distributors involved can contact ELMO directly for instructions if their model(s) are involved: 1 (877) 275-3566. We recommend your customers stop using their Visual Presenter immediately until it can be determined if it is an affected unit.

If a telephone call is not practical, you or your end-users may contact ELMO via e-mail at recall@elmoussa.com or by regular US mail at 1478 Old Country Road, Plainview, NY 11803, Attention: Recall Department.

Recall information will be posted prominently on ELMO's website at www.elmoussa.com. ELMO can also be contacted via fax at (516) 501-0429 Attention: Recall Department

As an authorized dealer, distributor, or reseller for ELMO USA Corp., we recommend that you immediately notify those clients who have purchased any of these models and advise them of this recall.

Those units affected will be returned to ELMO's Factory Service Center at 1478 Old Country Road, Plainview, NY 11803, Attention: Recall Department. An ELMO issued RMA number will need to be clearly visible on the shipping label. There will be no cost involved for the end-user. ELMO will make arrangements with UPS to pick up and return your product.

We apologize for any inconvenience this may cause you but we have decided to take this action in an abundance of caution to avoid the extremely remote possibility of damage or injury to our loyal customers

Sincerely Yours,

ELMO USA Corp.

AFFECTED MODELS & SERIAL NUMBERS

BRAND	MODEL NO.	SERIAL NO.	SOLD DURING	NOTE
ELMO	EV-500AF	ALL	1993-2002	
ELMO	EV-400AF	ALL	1995-2002	
ELMO	EV-6000AF	ALL	1998-2005	
ELMO	EV-8000AF	ALL	1999-2002	
ELMO	HV-5000XG	ALL	2000-2004	
ELMO	HV-7000SX	ALL	2000-2005	
ELMO	HV-8000SX	UPTO 450460	2000-2005	
ELMO	EV-4400AF	UPTO 256945	2002-2004	
ELMO	HV-5100XG	UPTO 551359	2003-2004	

Sold to DOAR Communications

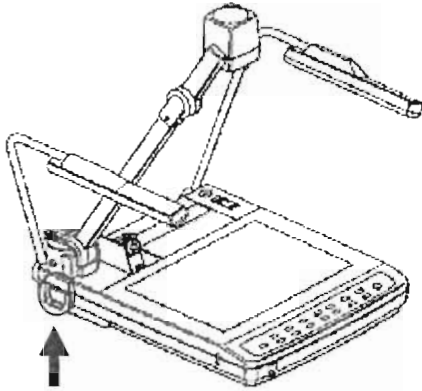
BRAND	MODEL NO.	SERIAL NO.	SOLD DURING	NOTE
DOAR	EV-500AF	ALL	1997-1998	OEM Model for Doar Communications
DOAR	EV-400AF	ALL	1996-1997	OEM Model for Doar Communications
DOAR	EV-6000AF	ALL	1998-2000	OEM Model for Doar Communications

Sold to Tandberg

BRAND	MODEL NO.	SERIAL NO.	SOLD DURING	NOTE
TANDBERG	EV-400AF	ALL	1999-2002	OEM Model for Tandberg

Sold to VTEL Corp.

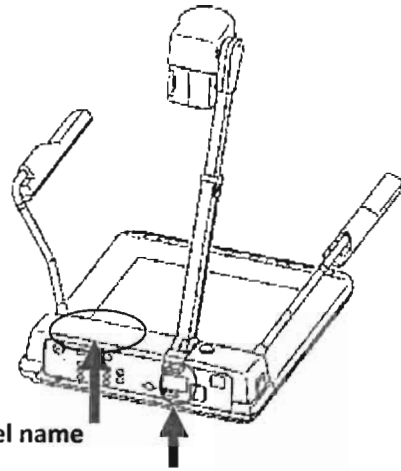
BRAND	MODEL NO.	SERIAL NO.	SOLD DURING	NOTE
VTEL	DS-400	ALL	1999-2001	OEM Model for VTEL Corp



0000000 ← **Model name**
 ELMO CO LTD.

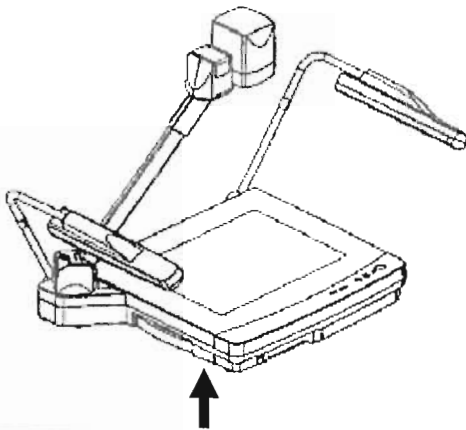
0000000 ← **Serial Number**

Located on left side of body for models:
 EV-6000AF, EV-8000AF,
 HV-5000XG, HV-7000SX,
 HV-5100XG



Model name ← 0000000
 ELMO CO LTD. ← **Serial Number**

Located on rear of body for models:
 EV-500AF, EV-400AF,
 DS-400



Located on bottom of the main body for models:
 HV-8000SX, EV-4400AF

0000000 ← **Model name**
 ELMO CO LTD.

0000000 ← **Serial Number**