



September 26th, 2013

Urgent Field Safety Notice

TO: Valued A-dec Customers
FROM: Chris Moore - Operations Manager
RE: A-dec 300/7285 Fastener Replacement Program

Dear Valued Customer:

A-dec product quality is our highest priority. In our ongoing commitment to ensure lasting dependability, we are enacting a plan to replace a series of screws that were used primarily on A-dec 300 chair/7285 Cuspidor products manufactured during a 14-month period before August 2012. Your chair or cuspidor system falls into this category.

The strength of some screws (or “fasteners”) may have been compromised due to a plating-process issue. Under certain circumstances, the fasteners can become brittle, which might lead to chair and/or delivery system instability.

We want to take steps to prevent any problems before you are adversely affected. While we recognise the inherent challenges of carrying out in-field repairs, product safety is vital.

Course of Action

All affected fasteners must be brought up-to-standard with current quality designs. This action requires the replacement of all of the zinc-plated screws with black screws in the affected products located on the following components:

- A-dec 311 Chair: where the chair mounts to the baseplate
- A-dec 361 Support Center: where the pedestal mounts to the chair
- A-dec light post (part no. 28.1949.00): where the light post mounts to the chair
- A-dec 7285 Radius Cuspidor: where the cuspidor mounts to the Decade Plus and 1040 chairs

This work will be carried out by our trained A-dec personnel. No action needs to be taken by you.

Product Safety

Our initial assessment is that if a bolt were to fail it would not be catastrophic, but upon further review a field upgrade appears to be warranted. We have had zero failures in the field to date.

For questions, please contact A-dec Customer Service at 02476 350901.

Sincerely,

Chris Moore

Operations Manager