

NOTICE OF EXCHANGE FOR AC ADAPTOR OF EPSON SCANNER PERFECTION SERIES

Dear Customers

It has been brought to our attention that the AC adaptors of some Epson image scanners in the Perfection series, the Perfection V30/ V33/ V300/ V330/ V37/ V370, manufactured between 2010 to 2012 may not be suitable for use in some areas.

The concern on those AC adaptors (manufactured between 2010 to 2012) may lead to abnormal heating, emission of smoke, or in the worst-case scenario, possible flaming may also occur in the DC plug of the AC adapter.

The abnormality may be due to many factors, and Epson is currently investigating into the cause of the abnormality. However, customer safety and satisfaction remain Epson's top priority. Epson constantly monitors product performance and manufacturing practices to ensure our products are meeting the highest standards and expectations of our customers.

As a part of our safety and security measures, we are offering to exchange the affected adapters and replacing them with new ones at no charge. We would like to alert customers to stop using the AC adaptors immediately.

Please carefully review and follow the instructions provided below to confirm your scanner is impacted by this announcement and exchange your effected AC adapter.

We apologise for any inconvenience caused.

How to identify if your adapter is affected:

If both (A) and (B) below are met, you have the target AC adapter.

A) The part number of the AC adapter (found on the label) is "EADP-16CB D".

B) The first four numbers of the Serial Number of the AC adapter (found on the label) is between "****1001*****" to "****1248*****"



*Picture for illustration only.



A) Part Number: EADP-16CB D

b) Serial Number

Example : DAHD121034048

Year: 2012 10th week

Scanner models with affected AC adapters are Perfection V30/ V33/ V37/ V300/ V330/ V370.



Perfection V30



Perfection V33



Perfection V37



Perfection V300



Perfection V330



Perfection V370

Contact Us

We request all affected customers in possession of the defective AC adaptor to contact us to arrange for an immediate replacement. Contact details are as below.

Epson Singapore

Tel: 800-1205564

Epson Malaysia

Tel: 1800-8-17349

For Brunei Customers, please call: 6-03-56 288 288 Ext 351 / 353

Epson Thailand

Tel: (66) 2-685-9899

Epson Philippines

Tel: 1-800-1069-37766 (PLDT)

Tel: 1-800-3-0037766 (Digitel)

Metro Manila: (02) 8441-9030

Epson Indonesia

Tel: 1-500-766

Epson Vietnam

Tel: (+84) 28 3925 5545

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Epson Singapore