

NOTICE OF EXCHANGE FOR AC ADAPTOR OF LW-PRO100 LABEL PRINTER

Dear Customers

It has been brought to our attention that the bundled AC adaptors of Epson LW-Pro100 Label Printer's, which were sold from June 2011 to December 2013 may not be suitable in some areas.

The concern on those AC adaptors (sold from June 2011 to December 2013) 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 adaptors and replacing them with new ones at no charge.

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

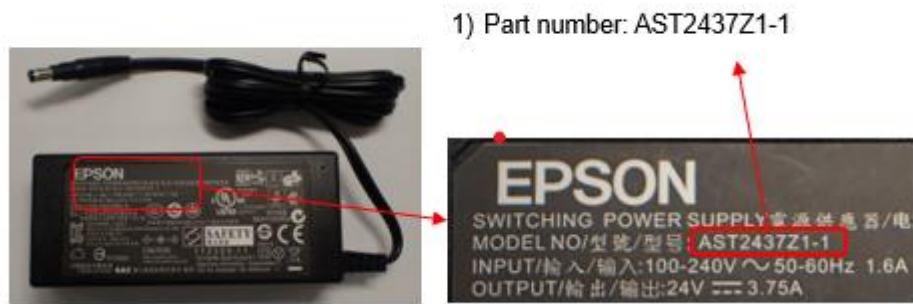
How to identify if your adapter is affected:

The relevant AC adaptors referred to above are those manufactured between June 2011 and December 2013. This can be identified from the engraved number next to the manufacturer plate – It would be between “110601” and “131231” in the format YYMMDDL (YY: Year, MM: Month, DD: Day, L: Lot number).



Adapters manufactured on or after 1 January 2014 are not affected.

Do take note that the part number in the manufacturer plate of the AC adapter is "AST2437Z1-1".



Precautionary Measure

As a precautionary measure, whilst the concern was due to some remote instances and the cause of which is presently unknown, we would like to advise customers to stop using the AC adapter immediately by unplugging it from the power plug to avoid any possible malfunction of the AC adapter.

We would like to state that we have reviewed our manufacturing processes to further prevent such incidents from occurring. We apologise for any inconvenience caused.

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

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Epson Singapore