

March 21, 2014

Dear Costco Member

Costco Australia records indicate that you have purchased a Dyson AM04 Hot and Cool Fan Heater or Dyson AM05 Hot and Cool Fan Heater which are manufactured by Dyson Australia.

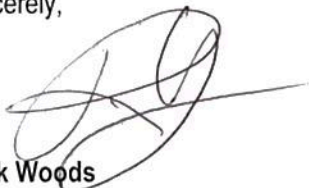
Dyson has recently discovered a possibility of a short circuit on the Dyson Hot and Cool Fan Heater (model# AM04 and AM05), and has decided to issue a voluntary recall. Globally, there have been no reported instances of injury or external damage. As a precautionary measure, please stop using your fan / heater and unplug it.

Dyson will have your AM04 or AM05 Hot and Cool Fan Heater fixed, serviced, cleaned and returned free of charge. Dyson will send you a box for you to pack your machine, along with drop off instructions, using the return address details that will be supplied. A new two year parts and labour guarantee will be issued.

Please visit [www.dysonrecall.com](http://www.dysonrecall.com) and as a secondary measure queries can be directed to Dyson's dedicated hotline, 1800-500-499. The call centre will be open from 8am – 8pm Monday to Friday (AEST) and 10am – 6pm (AEST) on the weekend. You are also entitled to a full refund by returning your machine to the nearest Costco.

We apologize for any inconvenience caused.

Sincerely,

A handwritten signature in black ink, appearing to read "Rick Woods", written over a light blue circular stamp.

**Rick Woods**  
General Manager Merchandise