



Costco Wholesale Australia

ABN 57 104 012 893

17-21 Parramatta Road
Lidcombe NSW 2141

PO Box 207
Regents Park DC NSW 2143

Telephone: 61 2 9469 7999

17th March, 2015

Dear Costco Member

Costco Wholesale Australia records indicate that you have purchased a Shark Navigator Lift-Away Vacuum Cleaner NV350 (Costco Item #22908), manufactured by Brand Developers Aust Pty Ltd.

Brand Developers has recently discovered an issue where the cord may cause a burn or electric shock. Only the Shark Navigator Lift-Away (NV350) units manufactured **prior** to 18th October, 2014 (which bear a batch code **4811A to 4114A** inclusive) are affected.

Globally, there have been no reported instances of injury or external damage. As a precautionary measure, consumers are advised to unplug their vacuum cleaner at the wall and not to use again until it has been repaired.

To identify whether your device is affected by this recall, please refer to the following labels affixed to the item as indicated by the diagrams below:



Brand Developers will have the affected cords and plugs replaced free of charge at an authorised Shark Service Centre.

To organize corrective action:

Please visit www.sharkclean.com.au and register your details or contact Brand Developer's dedicated hotline on, **1800 722 222** to receive a Return Kit to pack up the motor unit and drop off at the nearest Australia Post. Vacuum cleaners will be returned to their owners by courier at no charge, following a full cord replacement at an authorised Shark Service Centre. The repair time will be dependent on location. Alternatively, you can return your machine to the nearest Costco, for a full refund.

We thank you for your patronage and apologise for any inconvenience caused.

Sincerely,

Sandi Cornthwaite
Assistant General Merchandise Manager