

Thursday 4th September 2014

To Costco Member,

RE: PRODUCT ELECTRICAL SAFETY RECALL NOTICE COSTCO

On September 4th Havenhall Pty Ltd announced a national voluntary product recall and reimbursement program of the 2012-2013 SKYLA Electric Hot pack in cooperation with various government and regulatory agencies. Certain Electric Hot Packs sold from Costco Wholesale Australia **between May 2013 to November 2013** may pose a potential hazard in which the unit bladder may rupture and cause scalding.

2012-2013 SKYLA Electric Hot Packs (RECALL MODELS)

Code	Product Description
SKE127	SKYLA Electric Hot Pack Dinosaur
SKE125	SKYLA Electric Hot Pack Frog
SKE124	SKYLA Electric Hot Pack Panda
SKE126	SKYLA Electric Hot Pack Pig



What to do:

Consumers have been advised immediately stop using their Electric Hot Pack and to take affected models only, back to any Costco Wholesale location for a full refund.

Further Information: The 2014 new model has updated features such as additional safety thermostat settings. The 2014 models have full certification from Global Mark under number GMA-102077-EA-001_. Havenhall will be in direct communication with customers via targeted advertising alerting consumers to the recall.

Please don't hesitate to contact Havenhall head office on 1300 768 868 or info@havenhall.com.au for further information.

Yours sincerely,
Alan



Alan Bloom | **Managing Director**