

Model Numbers Affected: 78800, 78801, 78810, 78812, 78814, 78816, 73410, 73412, 73414, 73416

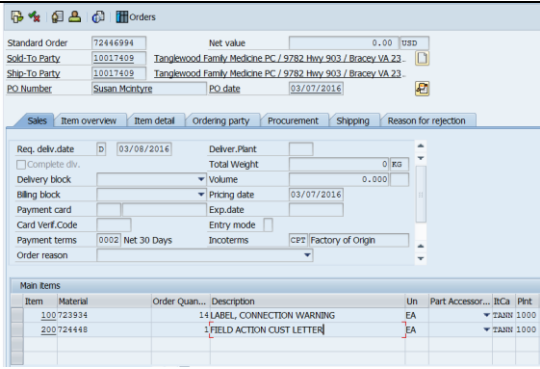
Overview

Key Contacts: Laura Downs, Customer Support

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- The KleenSpec® 788 Corded Illuminator has the potential to be incorrectly connected to a commonly available AC power cord instead of the illuminator low voltage transformer power cord that ships with the product. This may result in a shattered lamp and a potential electric shock hazard.
- In order to help our customers avoid plugging in the incorrect power supply, we will be supplying labels for existing customers to apply to both ends of the corded illumination system.
- Beginning Mid January 2016**, we began distributing letters to US/C end user customers who have purchased the KleenSpec® Corded Illumination System, describing the issue and documenting the additional precautions for users of the KleenSpec® Corded Illumination System.
- The letter includes 1 or more sets of labels**
- You may use External FAQ and send to end user customers to answer their questions
- If an end user customer calls to request **additional** labels, **No Service Notification is required**
 - Create a standard order as per normal process – see below.

SAP Steps to Process Requests for Additional Labels – KleenSpec Corded Illumination System

Create standard order	Order type OR
Enter Customer Information	Sold to: Customer Sold to Account Ship to: Customer Ship to Account
Purchase order data	Add PO if supplied by customer, otherwise use Contact person who requests label
Enter Material Number and Qty	- Enter Label material number: 723934 LABEL, CONNECTION WARNING Important info on Qty: For each illumination system the customer owns 2 labels are required – one label for Light handle cord and one label for Transformer cord. So labels should generally be sent out in quantities of 2. -The material number is set up with list price of \$0 so no overrides are needed. - US only: Add material 724448 Qty 1- VAG ILLUMINATOR FIELD ACTION CUST LETTER
Verify Shipping Conditions are: 70 Prepaid	
Add Attn line in Ship to partner, Save order	