

April 6, 2016

## **Update on Important Safety Notice and GoFree Battery Replacement Plan**

Dear Valued ProTeam Customer:

On March 15, 2016, ProTeam issued an Important Product Safety Notice instructing owners of any GoFree battery products to stop using and charging them until further notice. We told you that we would aggressively investigate the cause of the manufacturing anomalies that prompted the issuance of our Safety Notice. We also promised to update you within 15 business days, which is today. Throughout this period, we want you to know that the safety and performance of our products has remained our top priority.

After considerable research and extensive on-site work with our battery suppliers, ProTeam is not able to immediately replace your GoFree batteries with replacement batteries that meet our high standards for product safety. Our best estimate today is that new, replacement batteries will be available in 9 to 12 months. This timeline accounts for the important manufacturing process improvements and quality control enhancements that we will implement as we move forward with new battery production. We will use our best efforts to accelerate the process but will do so without compromising our standards for product safety. And as we make progress, we will keep you updated on when we expect to have replacement batteries available for you.

In the meantime, it is important that you continue to follow the instructions set forth in our Safety Notice, and that you not charge and or use your GoFree battery.

To those customers who choose to keep their GoFree vacuum and await the replacement battery, we appreciate your patience. Once the replacement batteries become available, we will provide a new battery at no charge for every verifiable unit in use.

But for those customers who have urgent needs for cleaning equipment and cannot wait, we will provide a corded, non-battery backpack at no charge. These customers may keep the corded vacuum with our thanks for continued patience while we produce the new batteries. Should their situation change and they decide they cannot wait for a new battery, we will assist the distributor in arranging for a refund of their GoFree purchase, less \$150.00 USD for each replacement corded unit. Please contact your distributor or ProTeam Customer Service for assistance.

We apologize for the inconvenience this situation has caused. But we are steadfast in our belief that product safety is paramount. Your patience, understanding and loyalty have been greatly appreciated, and we look forward to staying in touch with you as we move ahead with our plan to produce new batteries for your GoFree products.