

Thane H2O Mop Steam Cleaner

IMPORTANT SAFETY RECALL NOTICE

We understand that you purchased a Thane H2O Mop Steam Cleaner. The unit that you purchased may be included in a voluntary corrective action program (the “**Program**”) that Thane is undertaking to address a risk of premature wear to the power cord which can create a shock or burn hazard. This Program only includes H2O Mops with reference numbers **TDC03186 – 03317**, **M-TDC03305 – 03540**, and **M-H2OM1180** printed on the label on the back of the product (see illustration below):



H2O Mops that are included in the Program may also be identified by looking at the back of the unit where the power cord enters the H2O Mop:



In Program



Not In Program

If your H2O Mop is not in the Program, please discard the enclosed Cord Holder Kit and continue to enjoy your H2O Mop. If your H2O Mop is included in the Program, immediately stop using it and follow these steps:

Step 1:

- Inspect your power cord for signs of damage or premature wear. **If the power cord shows signs of cracking, abrasion, discolouration, burn marks, or exposed wires, contact Thane Direct at 1- 877-815-5452.**
- If you are otherwise unable to determine whether the power cord is damaged, or, if you are unsure of whether you are able to determine whether the power cord on your H2O Mop is damaged, call Thane Direct at **1-877-815-5452** for assistance.

Step 2:

- If the power cord does not exhibit signs of premature wear or damage, install the enclosed Cord Holder by following the simple instructions provided with this letter. The Cord Holder will alleviate any stress on the power cord during use and prevent premature wear. Once you install the Cord Holder, you can continue to enjoy using your H2O Mop.

If you gave your H2O Mop to someone else, please provide this package to them, or ask them to visit www.h2omopservice.ca or call **1-877-451-9759** to register for the Program.

If you have questions about whether your H2O Mop is included in the Program, or any other questions regarding this matter, please call **1-877-815-5452**.

We apologize for any inconvenience that this may cause. Your safety and satisfaction with our products is always our number one concern.

Very truly yours,

Thane Direct Canada Inc.

Enc. Cord Holder Kit