

September 16, 2020

IMPORTANT SAFETY ANNOUNCEMENT

Dear Costco Member,

Costco records indicate that you purchased the **PMG-12 ProTouch Handheld Massager** (Costco Item 1430752) between April 5 - April 20, 2020.

Epsilon has determined that some of the massagers that were purchased during the above referenced timeframe may contain a battery that is incompatible with the massager which may cause the massager to stop working, stop charging, overheat while charging and on rare occasion become a fire hazard. Note that only a small percentage of units are affected.

To determine if your massager is affected by this battery issue, please follow the below steps.

(Video available at <https://www.dropbox.com/s/g1q5dw96rlg3l2i/PMG-12%20Battery.M4V?dl=0>)

1. Remove massager from case.
2. Locate Battery Release Button on the side of massager.
3. Push Battery Release Button and firmly pull bottom section containing battery.
4. Identify slots on handle.
5. Shine light on and look through the slots to identify if the battery is **BLUE** or **BLACK**.
(**Note:** The area beneath slots may not be entirely blue, however if any area through the slot appears blue, it is considered blue. If no blue is showing at all, it is considered black.)
6. If the battery is **BLUE**, the unit is not affected. If the battery is **BLACK**, please follow the instructions below.



If the battery is **BLACK**, please stop using the product. Contact Customer Service at 800-724-1377 with any issues or concerns. Notify them if you would like a replacement battery and handle sent out to you or you may return the item to your local Costco for a full refund.

Thank you,

EPSILON ELECTRONICS, INC

Don Rochel, VP