



The Beauty & Health Company

KBL AG - The Beauty & Health Company · Ringstraße 24-26 · 56307 Dernbach

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City, State ZIP**

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The Beauty & Health Company

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WEEE-Reg.-Nr. DE18678349

USt-ID-Nr. DE811460356

Aug 30, 2017

## IMPORTANT PRODUCT SERVICE INFORMATION

Dear Customer,

You are receiving this information, because KBL has identified you as a distributor or service technician, or an owner of one or more of vertical tanning units PureEnergy Tower KBL has been made aware of malfunctions in this device. This model may potentially exhibit signs of electrical stress, which could lead to events such as smoke or fire. This is a result of repeated or multiple electrical stress factors and may lead to resistive overheating in various places of the upper back of the unit. KBL investigations led to multifactorial causes in relation to normal and periodic preventive maintenance.

This Customer Service Information Letter is intended to inform you about:

- potential sources for electrical stress identified, and under what circumstances they may occur
- actions that you as a customer can take to avoid malfunction
- actions planned by KBL to enhance post market service status and preventive maintenance interval recommendations

To support owners and field technicians, KBL has developed this detailed service information, including a checklist and recommends owners to have their units assessed by a trained service technician to determine the maintenance status of their PureEnergy Towers. The service information leads technicians step by step through inspecting service parts and considering replacement recommendations. KBL recommends owners to use this information to bring their units in good preventive maintenance status. Service intervals are designed to keep sunlamp products in good working condition.

KBL also intends to enhance the service interval schedule and information in the manual relevant to avoid device owner or studio employee errors. The manual is scheduled to be made available within the 4th quarter 2017.

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*men amie*

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revolutionD

Vorstand: Klaus Lahr, Bernd Lahr  
Vorsitzender des Aufsichtsrats:  
RA Eckhard K. Kunz

Amtsgericht Montabaur  
HRB-Nr. 13444  
Sitz d. Ges.: Dernbach

Commerzbank AG  
Sparkasse Koblenz

IBAN: DE43 5704 0044 0280 8889 00  
IBAN: DE78 5705 0120 0000 1411 76

BIC: COBADEFFXXX  
BIC: MALADE51KOB

KBL asks for your help with the following:

1. Please complete the Service Checklist provided in this notice; send a completed copy of the Checklist to KBL(customerservice@kbl.de) and maintain the Checklist in your maintenance files. If your unit requires servicing, please contact a qualified, trained and authorized service technician to complete the Servicing.
2. If you have this product, please use it in accordance with the intended use of the device as stated in the OPERATING INSTRUCTION.
3. If you have further distributed this product, please contact your customer, and notify them at once of this IMPORTANT PRODUCT SERVICE INFORMATION and appropriately document your notification. Your notification may include a copy of this letter.

KBL would like to remind you the device warranties are VOID if you:

- TRANSFER THE PRODUCT TO A THIRD PARTY
- MODIFY THE PRODUCT, MISUSE THE PRODUCT, SUBJECT THE PRODUCT TO ABNORMAL CONDITIONS OF OPERATION, ATTEMPT UNAUTHORIZED REPAIRS TO THE PRODUCT
- DO NOT USE ORIGINAL EQUIPMENT MANUFACTURER (OEM) REPLACEMENT PARTS
- DO NOT FOLLOW THE CARE AND USE INSTRUCTION MANUAL CONCERNING SPACE ELECTRICAL AND ENVIRONMENTAL REQUIREMENTS
- SUBJECT THE PRODUCT TO ACCIDENT, MISUSE OR MISAPPLICATION; OR
- SERVICE THE PRODUCT BY ANYONE OTHER THAN THE COMPANY OR AN AUTHORIZED SERVICE REPRESENTATIVE OF THE COMPANY OR DISTRIBUTOR

If you need any further information or support concerning these issues, please contact your local KBL representative for North America and Canada, PCTan (1-800-FAST TAN), or email KBL directly customerservice@kbl.de.

Best regards,



Thomas Lahr  
Technical Department  
KBL AG



Christina Lorenz  
Business Manager  
KBL AG