



ELMO USA CORP.
1478 Old Country Road
Plainview, NY 11803-5006
Tel: (800) 275-3566
www.elmoussa.com/recall

ELMO ANNOUNCES PRODUCT RECALL

In cooperation with the Consumer Product Safety Commission, ELMO USA Corp is announcing a recall of certain ELMO Visual Presenters (document cameras) manufactured and sold in the United States between 1993 and 2005. While no reports of any incidents have occurred in the U.S. there have been a few incidents reported in Japan.

The incidents involve heat build-up, smoking and in very rare instances fire in the upper light arm assembly of the units. These symptoms are the result of improper installation of the replacement fluorescent lamps therein. The affected models and serial numbers appear below. We urge that you immediately stop using your Visual Presenter until you have determined it is not a model / serial number involved in this recall.

ELMO USA Corp is setting up a toll free telephone number where you may call for more information on this recall: 1 (877) 275-3566. If your units are one of those you will receive instructions on how to return the unit to ELMO Factory Service for attention and remedial action if required. You will also receive an RMA number which must be displayed prominently on the outside of the shipping carton.

If a telephone call is not practical, you may contact ELMO via e-mail at recall@elmoussa.com or by regular US mail at ELMO USA Corp. 1478 Old Country Road, Plainview, NY 11803, Attn: Recall Dept.

There will be no cost to our clients for this recall. ELMO has made arrangements with the United Parcel Service (UPS) for the pick-up and return of your repaired unit.

We apologize for any inconvenience this may cause you but we have decided to take this action in an abundance of caution to avoid the extremely remote possibility of damage or injury to our loyal customers.

ELMO USA Corp.

AFFECTED MODELS & SERIAL NUMBERS

BRAND	MODEL NO.	SERIAL NO.	SOLD DURING	NOTE
ELMO	EV-500AF	ALL	1993-2002	
ELMO	EV-400AF	ALL	1995-2002	
ELMO	EV-6000AF	ALL	1998-2005	
ELMO	EV-8000AF	ALL	1999-2002	
ELMO	HV-5000XG	ALL	2000-2004	
ELMO	HV-7000SX	ALL	2000-2005	
ELMO	HV-8000SX	UP TO 450460	2000-2005	
ELMO	EV-4400AF	UP TO 256945	2002-2004	
ELMO	HV-5100XG	UP TO 551359	2003-2004	

Sold to DOAR Communications

BRAND	MODEL NO.	SERIAL NO.	SOLD DURING	NOTE
DOAR	EV-500AF	ALL	1997-1998	OEM Model for Doar Communications
DOAR	EV-400AF	ALL	1996-1997	OEM Model for Doar Communications
DOAR	EV-6000AF	ALL	1998-2000	OEM Model for Doar Communications

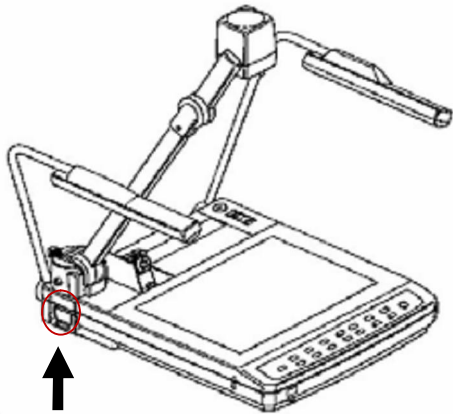
Sold to Tandberg

BRAND	MODEL NO.	SERIAL NO.	SOLD DURING	NOTE
TANDBERG	EV-400AF	ALL	1999-2002	OEM Model for Tandberg

Sold to VTEL Corp.

BRAND	MODEL NO.	SERIAL NO.	SOLD DURING	NOTE
VTEL	DS-400	ALL	1999-2001	OEM Model for VTEL Corp

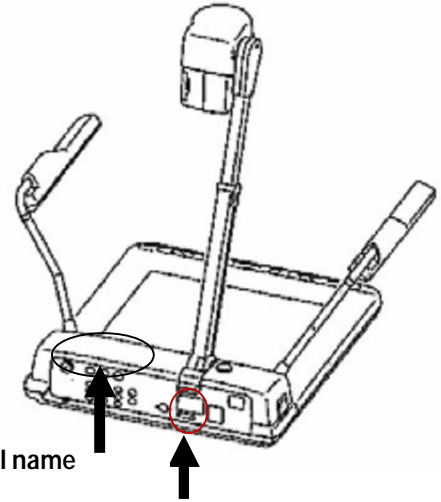
LOCATING YOUR SERIAL NUMBER



0000000 ← Model name
ELMO CO LTD.

0000000 ← Serial Number

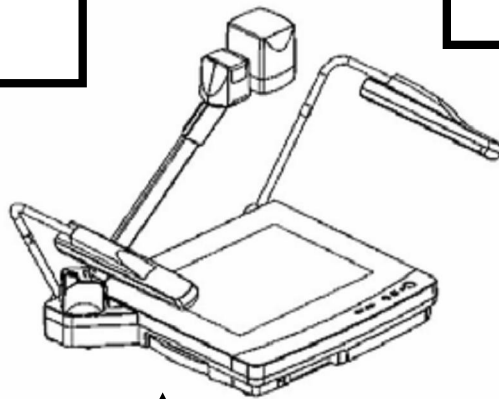
Located on left side of body for models:
EV-6000AF, EV-8000AF,
HV-5000XG, HV-7000SX,
HV-5100XG



Model name ← 0000000
ELMO CO LTD.

Serial Number ← 0000000

Located on rear of body for models:
EV-500AF, EV-400AF,
DS-400



Located on bottom of the main body for models:
HV-8000SX, EV-4400AF

Model name ← 0000000
ELMO CO LTD.

Serial Number ← 0000000



Recall Form

To help us serve you better, please complete the following information:

Organization:	Telephone:	
Contact Name:	Fax:	
E-mail:		
Address:		
City:	State:	Zip:

How did you hear about the recall? _____

ELMO MODEL NUMBER	SERIAL NUMBER
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