



Re: **URGENT SAFETY ALERT – POTENTIAL ELECTRICAL HAZARD**
RDX External USB Docking Station Plug Adapters

Dear Valued Imation End User,

Imation is recalling certain plug adapters for Imation brand RDX external USB docking stations (Models RDX-USB). An Imation dealer has identified you as a customer that has purchased one or more Imation RDX external docking stations. Your immediate action is required in order to prevent any risk of injury.

Recalled Components – The power adapter for the Imation RDX external USB docking station is sold with four plug adapters. The plug adapters are designed to fit various electrical outlets around the world (U.S., E.U., U.K., and Australia/New Zealand). Before using the docking station for the first time, the user slides the appropriate plug adapter into a slot on the power adapter (see photo A enclosed). **The U.S. and EU plug adapters are being recalled.** The other two types of plug adapters are not covered by this recall.

Please note - The Imation brand RDX external docking stations and the power adapters are not covered by this recall – only certain plug adapters. Also, Imation brand RDX internal docking stations and their components are not covered by this recall.

Electrocution Hazard – The face and back of the recalled plug adapters have the potential to separate when pressure or twisting is applied to remove the power adapter from an electrical outlet. If the face separates from the back of the plug adapter (see Photo B enclosed), this may leave live electrical contacts exposed. Touching or coming into close proximity to a live electric contact can result in severe injury or death from electrocution.

While the Imation RDX docking stations passed examination for UL listing for electrical safety, if the plug adapters were to fail as described an electrical hazard could exist.

Incidents/Injuries – Imation has not received any reports of incidents or injuries involving the recalled plug adapters. Only a small percentage of the recalled plug adapters have the potential to fail, however given the potential risk to the end user if the plug adapter does fail Imation is initiating this recall as a precaution to protect its customers.

What You Should Do – As soon as possible, please take the following steps:

- 1) Identify the location of all Imation RDX external USB docking stations that you have purchased. A complete list containing descriptions and UPC codes for the docking stations affected by this recall (the “Products”) can be found in Enclosure C. (If you have offices outside the U.S. that have purchased one or more Products, these offices should follow steps 1 through 4 and, if applicable, step 7. Your offices outside the U.S. will receive separate instructions regarding return and replacement of the plug adapters.)
- 2) Locate the outlet where the Product is plugged in and, if possible, shut off the electric power to that outlet.

- 3) Unplug the power adapter from the outlet by pulling straight out, without twisting or tilting the power adapter.
- 4) Slide the plug adapter from the power adapter.
- 5) Call Kim Olson of Imation to request replacement parts. Kim will send replacement parts to you along with a prepaid shipping label. You may call Kim directly at 651-704-3588. You may also reach Kim by dialing 1-888-466-3456, then select option 4, then option 4 again, and then ask to be transferred to Kim Olson.
- 6) When you receive the replacement parts, use the prepaid shipping label and return the U.S. plug adapter and the E.U. plug adapter (if you still have it) to Imation (See Photo D).
- 7) In the unlikely even that the back of the plug adapter separates from the face (Photo B), **do not** attempt to remove the face of the plug adapter from the outlet. If you have not already done so, shut off the electric power to the outlet if possible. Block or restrict access to the area. Post one or more signs saying “DANGER. Electrocution hazard. Stay away.” Immediately contact an electrician to remove the face of the plug adapter from the outlet. Imation will reimburse you for the charges to remove the plug adapter from the outlet. Proceed with Step 4 above.

Future Products – The welding process for the plug adapter has been changed. You may continue to order the Imation RDX external USB docking station with confidence.

Imation assures you that we are committed to producing safe, quality products. We thank you for understanding in this matter.

Please contact Dan Egan at 651-704-3765 if you have any questions or concerns. Thank you for your assistance.

Sincerely,



John W. Swanson
Sales & Marketing Manager
Commercial Division
Imation Corp.



Photo A



Photo B

ENCLOSURE C

<u>UPC</u>	<u>Item Description</u>
0-51122-26611-9	RDX USB DOCK IMATION 40GB CARTRIDGE W/SOFTWARE BUNDLE
0-51122-26612-6	RDX USB DOCK IMATION 80GB CARTRIDGE W/SOFTWARE BUNDLE
0-51122-26613-3	RDX USB DOCK IMATION 120GB CARTRIDGE W/SOFTWARE BUNDLE
0-51122-26960-8	RDX USB EXTERNAL DOCK EA IMATION KIT
0-51122-26961-5	RDX USB BUNDLE IMATION 160GB W/2 CARTRIDGES TAA COMPLIANT



Photo D