

IMPORTANT SAFETY RECALL NOTICE

Our supplier is voluntarily recalling its Sit Stand product (SSW02, SSW42 and SSW42C) sold or distributed during the period of October 1, 2016 and February 15, 2019. Our records indicate that you purchased one or more potentially affected workstations. Under certain overload/misuse conditions, the workstation can malfunction, causing the gas cylinders to separate and forcefully discharge, posing a hazard of serious injury to consumers. When used within the product's specifications and intended use, there is no indication that the product will malfunction.

The Manufacturer is conducting a preventive, on-site replacement program for these cylinders by a qualified technician at **your end customer's location** at **no cost to you or your customer** -- estimated to take about 30 minutes per desk.

Schedule your field fix today please call:

Please have the following information ready to ensure timely scheduling of your appointment:

- Number of desks to be fixed
- Serial numbers (LOT NO), located on the right cylinder bracket under the desk
- Locations of the desk(s), if available

CALL: 1-888-667-1501

FOR MORE INFO PLEASE VISIT:

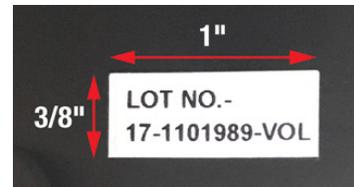
<http://www.sitstandfix.com/>

Desktop Sit-Stand Office Workstation: Models Affected

Locate the LOT NO.:

Under the desk on the right bracket you should find a LOT NO. sticker that looks like this and ends with VOL.

If you cannot locate the sticker, compare your desk to the units below or call for assistance.

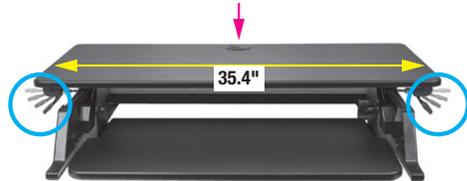


Key: ↓ Cable grommet

○ Lever(s)

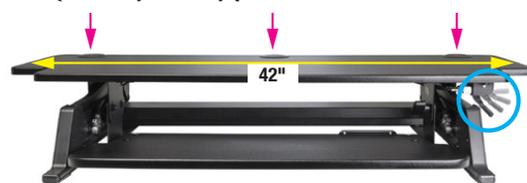
↔ Desktop width

Standard - Horizon Model # SSW-02



Cable grommet: 1 on centre
Lever(s): 2
Desktop width: 35.4"
Desktop shape: rectangle
Finish options: black or white

HD (Heavy Duty) - Horizon Model # SSW-42



Cable grommet: 1 left, 1 centre & 1 right
Lever(s): 1 right-hand side
Desktop width: 42"
Desktop shape: rectangle
Finish options: black or white

Corner - Horizon Model # SSW-42C

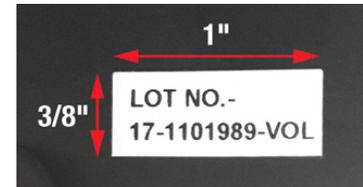


Cable grommet: 1 left, 1 centre & 1 right
Lever(s): 1 right-hand side
Desktop width: 42"
Desktop shape: triangle or 120°
Finish options: black or white

Office Desktop Sit-Stand Workstations Frequently Asked Questions (FAQ)

How can I tell if the products I purchased are affected?

Raise the desktop to its full upright position, under the right side of the desktop, check the bracket for a lot code sticker that is about 1 inch long and ends in the letters VOL.



Why are you conducting a field fix on the product?

Under certain overload/mis-use conditions, the cylinders can fail causing them to be propelled from the desk units.

What is the company doing as a remedy?

We are conducting a voluntary field repair of all desks. We would recommend scheduling this field repair at your earliest convenience and we can schedule that now.

What should I do?

You should call **1-888-667-1501** to schedule a service technician to perform an on-site repair at no cost to you.

Can I continue to use my desk?

Yes, if used within the product's specifications and intended purpose. When properly used there is no indication that your product will malfunction.

What is the load capacity of my desk?

SSW-02 - Standard unit is a max 35 lbs. (15.87 kg)

SSW-42C - Corner unit is max 35 lbs. (15.87 kg)

SSW-42 - Heavy Duty (HD) unit is max. 45 lbs. (20.4 kg)

I no longer have the receipt, or I no longer have the unit. Can I still participate in the field fix?

You do not need your receipt. You only need to provide the number from the lot code sticker. If you no longer have the desk, but do have the contact details of the new owner, please provide their contact details so we can advise them of this field repair action.

If you have disposed of the unit, you do not need to take any further action.

If you have any questions, please call **1-888-667-1501** or visit <http://www.sitstandfix.com/>

Can I take the unit back to the store where I purchased it?

No. Your retailer will be **unable to service your desk** under this field repair program. All retailers have been instructed to forward customer inquiries to us.

Does this affect my warranty? Will I lose my warranty?

If you have the repair completed, we will extend your manufacturer's warranty to **2 years from the date of repair**.

HOW TO PROPERLY ADJUST

If the desk will NOT lower using the levers do NOT force it.

Do NOT sit or stand on the worksurface.

Improper use can cause serious injury.

To properly raise or lower,
squeeze both LEFT AND RIGHT LEVERS simultaneously.

SSW-02



SSW-42 To properly raise or lower, squeeze RIGHT LEVER.



To properly raise or lower, squeeze RIGHT LEVER.
SSW-42C



Please call us toll free at 1-888-667-1501 to schedule a technician to come and fix your product.