



October 7, 2019

re: **IMPORTANT SAFETY RECALL**

Dear valued customers:

This letter is to inform you of a voluntary recall of Ziamatic's "D" cylinder brackets model QR-D-S and QR-TDS. The Company has recently determined that in certain very limited situations, involving a vehicle collision at a particular angle of impact when travelling at high speeds, either the bracket or the "D" cylinder (or both) may become detached, thereby creating a risk of injury or damage. To eliminate this risk, we are recommending that all units of these two models of brackets be removed from vehicle mounted applications immediately. Please find the details below on how to contact us with questions, or how to obtain a full refund or replacement product from the Company.

Reason for recall: The Company recently received a report of a single incident in which an ambulance collision at a high rate of speed resulted in a Ziamatic "D" cylinder bracket coming loose. Although this is the only such known incident, in an abundance of caution the Company has elected to cease production and sale of these two specific "D" cylinder bracket models, and to recall the small quantity of those items that are already in use. None of the other products of Ziamatic are covered or affected by this recall notice.

Hazard: If the model QR-D-S or model QR-TDS bracket is mounted to a vehicle in a particular manner, and the vehicle in which it is mounted is involved in a collision at a specific angle and at a high rate of speed, the bracket and/or the "D" cylinder tank being held by it may come loose, creating risk of injury to passengers in the vehicle or damage to the vehicle's contents.

How to know if your "D" cylinder bracket is covered by this recall notice: The model QR-D-S and model QR-TDS brackets have attached to them a yellow product label which identifies the model number and states "ZIAMATIC CORP., Yardley, PA 19067" and "ziamatic.com". A graphic image of the two products is attached to this recall notice. If you are uncertain whether a particular bracket is covered by this recall notice, please contact the Company using the contact information provided below.

What to do: Customers should immediately remove the model QR-D-S or model QR-TDS bracket from their vehicles, and contact their dealer to arrange for replacement, credit or a full refund from the Company. Please note that the model QR-D-S or model QR-TDS bracket will

need to be returned to the Company as part of the recall process. Further instructions are available from your dealer or from the Company directly.

Contact details: Please contact your dealer or Ziamatic Corp. directly with any questions or concerns and ask for Keith Creely. The phone number for Ziamatic Corp. is 1-800-711-3473 or you may email Keith Creely at kcreely@ziamatic.com.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael P. Ziaylek". The signature is fluid and cursive, with a prominent flourish at the end.

Michael P. Ziaylek
President