

## RE: Instructions for Return Shipment of Current Fire Extinguisher

Dear Valuable Customer,

Enclosed, please find your replacement fire extinguisher. The pre-paid shipping label which you will use to return your existing fire extinguisher is also located in this box. Please use the box containing your new fire extinguisher to return your current extinguisher.

### Use the following steps to complete the return of your current fire extinguisher:

**Step 1:** Please read these instructions before proceeding.

**Step 2:** Carefully remove the new extinguisher from the outer shipping carton and from the inner box that it was shipped in. Both of these cartons will be used to return the affected unit.

**Step 3:** Ensure that the pull pin is securely positioned in your affected extinguisher – see figures 1 and 2 below:

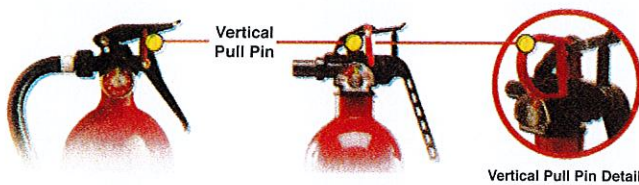


Figure 1: Plastic Handle Design

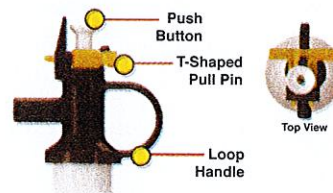


Figure 2: Push Button Pindicator Design

**Step 4:** Place your affected fire extinguisher in the inner box and then place it into the outer shipping carton(s) (utilizing the same packing peanuts) and tape it closed with packing tape.

**NOTE: When packaging your extinguisher, please do not remove or cover the black and white diamond on the over pack box. This label must be visible to FedEx or they will refuse pick-up.**

**Step 5:** Cover the original label on the box with the new return label, ensuring that none of the original label is visible.

**Step 6:** Contact FedEx Customer Service at 1-800-238-5355 and request to speak to an agent. Tell the agent the following:

1. The pickup request is for a Ground return with a return label
2. Provide the tracking number of the return label
3. Confirm the pickup address with the agent
4. Advise that due to the contents being pressurized, the shipment is hazardous material and the required markings are already on the packaging that will be used for the return shipment (the black and white diamond).

The information above is required in order to pick up the shipment.

If you have any questions or concerns, please feel free to contact our Customer Service Center at (855) 271-0773, between the hours of 8:30 a.m. to 5 p.m. EST, Monday through Friday.