



GoFree Safety Notice Replacement Battery/Charger Distributor/End-User Procedures Summary

February 9, 2017

To receive a free replacement GoFree battery and charger, eligible customers need only submit an Agreement document that includes the following:

- GoFree Flex Pro vacuum serial number(s)
- Original battery serial number(s)
- Original charger serial number(s)
- Shipping destination for new products
- Authorized signature confirming that original products will be properly recycled or disposed of according to local regulations

In some situations, the customer may already have provided, on an earlier Agreement for a different purpose, the vacuum and battery serial numbers. Although it would be best to list all three product serial numbers on the new Disabled Charger & Shipping Confirmation Agreement document, if the vacuum and battery serial numbers were already provided, we will not need them again.

Once the completed new Agreement has been received by ProTeam Customer Service and all serial numbers collected, arrangements will be made to ship, at no charge, a new battery (SKU # 107513) AND a new charger (SKU # 107516) for each original GoFree battery reported. The two items will ship together.

The Agreement will serve as the Purchase Order for replacement product and all orders will be processed under a special account for this project. Sales Order Acknowledgements and Automated Ship Notifications will be communicated with each order. **No other Purchase Order should be submitted.** If it is required by your organization, please contact Customer Service prior to submitting it.

DO NOT USE OR RECHARGE OLD BATTERIES.
DO NO USE OLD CHARGERS (SKU #107321) WITH OLD OR NEW BATTERIES.

The new Disabled Charger & Shipping Confirmation Agreement can be completed and signed by either the end-user or a distributor, but should only be signed by the person/business that has physical control of the original products being replaced – battery and charger. The person signing the document is responsible for the proper recycling or disposal of the products and ensuring they are not used in any manner in the future.

ProTeam requires the serial numbers to be on file but we do not need any of the products returned to us. The end-user or distributor who signed the Agreement should have the battery and vacuum properly recycled per applicable laws and guidelines in their local area. The GoFree Owner's Manual on page 5 refers to some recycling options.

If assistance is needed with this process, please contact ProTeam Customer Service at 866-888-2168 or customerservice.proteam@emerson.com.