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GoFree Safety Notice Replacement Battery/Charger Procedures Summary

February 9, 2017

As a follow-up to the GoFree battery Safety Notice of March 2016, ProTeam advised that all GoFree Flex Pro batteries should stop being used and/or charged immediately until further notice. ProTeam will be providing a free, newly-designed replacement battery and charger for each battery and charger in the field. Until the new products were ready to ship, ProTeam offered several options for end-users:

- 1) *receive a full refund for a GoFree Flex Pro purchased;
- 2) *receive a corded replacement vacuum until new batteries become available; or
- 3) wait until the new batteries become available.

** = options discontinued when announcement made that replacement batteries were available.*

This document outlines the process to ensure an end-user who did not request a full refund receives the free replacement battery/charger combination. Full refund procedures can be found on a separate document.

End-users (or distributors on their behalf) who requested a corded vacuum so they could continue cleaning while they awaited the replacement product should have submitted information already – vacuum serial numbers and battery serial numbers – on an earlier Agreement document. That information is being compiled by ProTeam and the person who signed the earlier Agreement will be contacted. Arrangements will be made to ship, at no cost, 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 an organization, please have them contact Customer Service prior to submitting it.

DO NOT USE OR RECHARGE OLD BATTERIES. DO NOT USE OLD CHARGERS (SKU #107321) WITH EITHER OLD OR NEW BATTERIES.

In order to process such a replacement product order, a new Agreement document **MUST BE** completed, signed and returned to ProTeam Customer Service. The required information on the document 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 the original products will be disposed of appropriately

If the end-user received a corded replacement vacuum, a separate Agreement should already be on file that lists the originally requested vacuum and battery serial numbers. Although it would be best to list all three serial numbers on the Disabled Charger & Shipping Confirmation Agreement document, if the vacuum and battery serial numbers were already provided, we will not need them again. The charger serial numbers will be needed, along with the shipping address and authorized signature. We did not request charger serial numbers originally when processing refunds or replacement corded vacuum shipments, but have begun requiring them for proper tracking and accounting purposes.

IN ALL SITUATIONS IN WHICH A REPLACEMENT VACUUM WAS PROVIDED, THE CUSTOMER IS EXPECTED TO KEEP THE CORDED REPLACEMENT VACUUM.

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 charger properly recycled or disposed of per applicable laws. The GoFree Owner’s Manual on page 5 refers to some recycling options.

Any request for compensation in addition to or as an exception to these procedures should be forwarded in writing to Rich Steinberg, VP of Sales, or Tracy Elliott, Sales Operations Manager, in the Denver Sales office for review and consideration.

To assist with sales activity searches, here were the ProTeam-branded product SKUs involved (*all now discontinued*):

SKU	Description	SKU	Description
107397	GoFree Flex Pro 12Ah w/107100 kit	107317	GoFree Pro w/107100 kit
107398	GoFree Flex Pro 12Ah w/107099 kit	107318	GoFree Pro w/107098 kit
107399	GoFree Flex Pro 12Ah w/107098 kit	107319	GoFree Pro w/107099 kit
107401	GoFree Flex Pro 6Ah w/107100 kit	107321	Battery charger
107402	GoFree Flex Pro 6Ah w/107098 kit	107320	12Ah replacement battery
		107405	6Ah replacement battery