



March 30, 2012

Conair Consumer Products Inc. (Conair Canada) is conducting a voluntary recall on the **Testarossa Hair Dryer #TST65C (Costco #273260 / UPC #068459060419)**. As this recall is for a specific production date, the recall hair dryer must have been **purchased at Costco Canada between July 2011 and March 2012**. The hair dryer was sold exclusively in Canada.

Conair Canada has become aware of a defect in the hair dryer, which could cause cracking or failure of an internal screw boss that holds the motor mount to the housing. The cracking or failure of the screw boss may cause small plastic or metal parts to become loose and potentially eject from the front of the dryer during usage.

Please stop using the hair dryer immediately.

In order to ensure your hair dryer is the one being recalled, please confirm one of the following:

1. Model #TST65C – located on the handle of the hair dryer or located at the bottom of the purchased box.
2. Costco #273260 – located on the purchased box.
3. UPC #068459060419 – located on the white tag attached to the power cord.
4. Date codes being recalled (Located on the outside of the plug prong –see picture below.
 - i) 05 11 YL
 - ii) 06 11 YL
 - iii) 07 11 YL
 - iv) 11 11 YL





Conair Canada will replace the hair dryer with a comparable replacement unit by offering you one of five (5) options:

- 1) If you live in the Greater Toronto Area, you are welcome to visit our Warranty Care Centre at **100 Conair Parkway, Woodbridge, ON L4H 0L2** for immediate exchange for the replacement unit. Hours of operation for the Warranty Care Centre are weekdays from 9:00 a.m. – 4:00 p.m. See map below for details.
- 2) Follow the instructions on sending the power cord only for your replacement hair dryer. (see below)
- 3) Please call our toll-free number 1-866-729-2389 to speak to a representative in our Warranty Care Centre and to obtain a replacement unit by mail.
- 4) Please email us at consumer_canada@conair.com with your full contact information (name, mailing address, telephone) and Conair will respond immediately with instructions on obtaining the replacement unit.
- 5) If you purchased this unit at Costco Canada, please visit your nearest location for a full refund.

We apologize for any inconvenience this may have caused.

Sincerely,

CONAIR CONSUMER PRODUCTS INC.



INSTRUCTIONS ON MAILING THE POWER CORD FOR REPLACEMENT HAIR DRYER

In order to facilitate your return and to ship your new hair dryer, please cut the power cord of the hair dryer approximately 5 inches from the plug as seen below and discard the unit. **Note: ensure the power cord is unplugged from the power outlet before cutting the cord.** If you have not previously removed the UPC label on the power cord, please ensure the UPC tag is on the cut portion for mailing. Please print the shipping information form and complete your mailing address and information and place with the power cord in an envelope and mail to the following address for immediate processing. You should receive your new hair dryer in 3-5 business days.

Mailing Address:

**CONAIR CONSUMER PRODUCTS INC.
100 CONAIR PARKWAY
WOODBIDGE, ONTARIO
L4H 0L2
ATTENTION: PRODUCT RECALL**





Shipping Information

Name: _____

Street Address: _____

City/ Town: _____

Province: _____

Postal Code: _____

Where did you purchase: _____

Date Mailed: _____

Email address: _____
(Optional)

Daytime Number: _____
(Optional)



Address: Warranty Care Centre

**Conair Consumer Products Inc.
100 Conair Parkway
Woodbridge, ON
L4H 0L2**

Closest major intersection: Hwy 427/Hwy 7

