



January 7, 2014

THE PENTAGON TRISERVICE DENTAL CLINIC
5802 ARMY PENTAGON; CORRIDOR 8 RM# MG938C
WASHINGTON, DC 20310
ATTENTION: IMPORTANT SAFETY RECALL

Dear THE PENTAGON TRISERVICE DENTAL CLINIC:

Kerr Corporation has determined that a certain population of Kerr Dental Touchsteam™ steam cleaning units may not perform in accordance with design specifications, resulting in a possible safety risk. Our records show that you may have purchased one or more of these products between December 2007 and December 2011.

Because Kerr is committed to product quality, customer satisfaction and safety, we are voluntarily recalling these products.

Hazard: The affected units may overheat, smoke and spark, which in rare circumstances may cause internal components to ignite, creating a possible risk of burns and fire.

Product Description: The following table lists the serial numbers of the affected product:



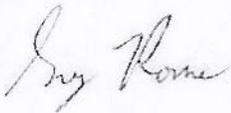
Product Description	Part Number	Serial Numbers
Touchsteam™ Portable Steamer 115v	33405	SN0001- SN2058

Remedy: Receive a \$1,000 instant rebate off a new Touchsteam from Kerr (\$500 total cost to user upon redemption of recall unit)

What to Do: If your Touchsteam™ Portable Steamer serial number is within the range above, please immediately discontinue use of the steamer and arrange for its return to Kerr Corporation by contacting Kerr Customer Care at 1-800-537-7123 to receive an RMA number. Please have your Serial Number and purchase date information available when you call. Once we have confirmed that your unit is subject to the recall, the Kerr representative will ask you to complete and sign the attached form to complete the RMA process.

We appreciate your cooperation.

Sincerely Yours,



Greg Rome
Director of Sales and Marketing
Kerr Lab



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Touchsteam™ Portable Steamer 115v Recall Acknowledgement Form

Product Description	Part Number	Serial Numbers
Touchsteam™ Portable Steamer 115v	33405	SN0001- SN2058

- We acknowledge receipt of this Touchsteam™ Safety Recall Notification and are aware of the potential fire hazard. We will discontinue use of the steamer unit and contact Kerr Customer Care at 1-800-537-7123 for an RMA to return the product as advised.*

PRODUCT DESCRIPTION	SERIAL NUMBER
Touchsteam™ Portable Steamer 115v	

Printed Name

Lab Name

Signature

Date

**WE ALSO KINDLY REQUEST YOUR COOPERATION IN FAXING THIS RECALL
ACKNOWLEDGEMENT FORM TO THE FOLLOWING NUMBER AS
CONFIRMATION OF THE RECEIPT OF THIS NOTICE.**

714-288-4605