

IMPORTANT PRODUCT SAFETY ANNOUNCEMENT
ACTION REQUIRED

September 16, 2014

Dear Costco Member,

This correspondence is to inform you of a voluntary action **for the SANUS Simplicity SLF5/** Costco item #771290 television wall mount sold by Costco between August 10, 2013 and *September 4, 2014*.

Background

Milestone AV Technologies, maker of the SANUS Simplicity SLF5/771290, has alerted Costco of an intermittent manufacturing defect with the product. A limited number of SLF5/771290 wall mounts have demonstrated the ability for the nut at the end of the TV extension arm to loosen. If this event happens, it may cause the TV to detach from the mount arm and fall in extreme cases.

Costco's records indicate that you have purchased one or more of this item.

ACTION REQUIRED

Milestone AV Technologies is currently working on a remedy with the relevant government agencies and anticipates Costco will be sending you a final set of instructions during the month of October. It is anticipated that the remedy will involve an easy update to your SLF5/771290 TV Mount. From now until the remedy is approved and sent to you we ask that you follow the instructions provided on page 2.

If at any point you have any questions or feel uncomfortable about this procedure, please contact Milestone customer service at 877-277-3707.

If for any reason you do not want to follow these steps, feel free to return your TV mount to Costco for a full refund.

(See page 2 for detail instructions)

Instructions for Tightening the Tension Knob

Tighten the top tension knob (shown in figure 1) by hand until snug. As a precaution, have someone hold the TV before tightening. Refer to illustration below.

- **If your knob tightens down snug, your TV is secure. As an extra precaution, please refrain from moving your TV until you receive the final remedy instructions Costco will be sending to you.**

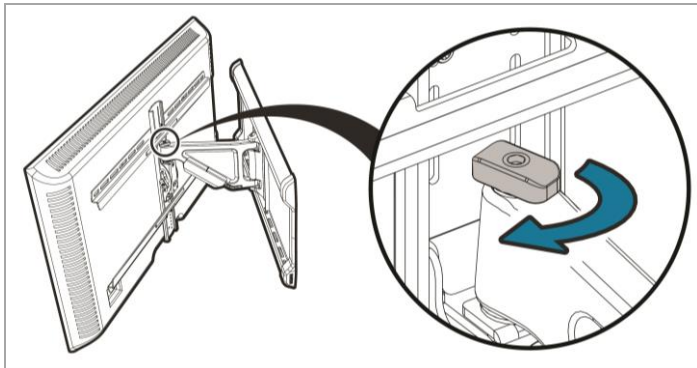


Figure 1

- **If your knob spins without tightening down and if you are able to remove your knob by gently pulling up on it (See figure 2), please call customer service 1-877-277-3707.**

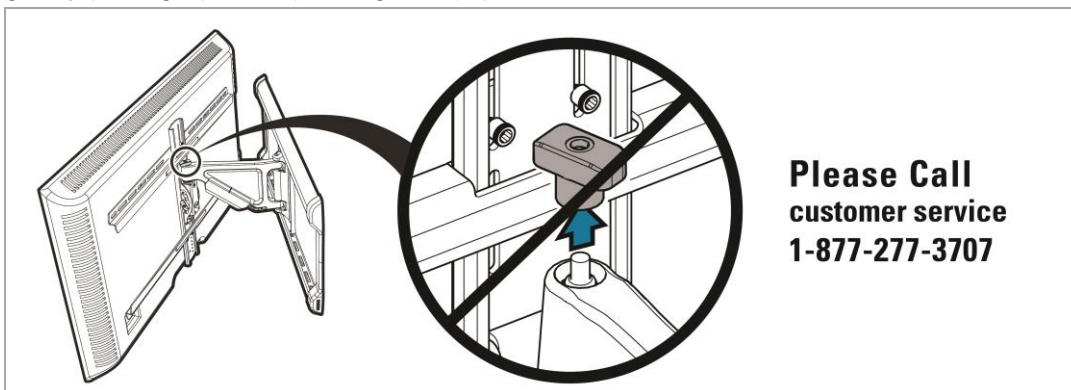


Figure 2

Milestone customer service representatives are available at 877-277-3707 Monday through Friday, 8 a.m. to 9 p.m. CST or Saturday and Sunday, 10:30 a.m. to 7 p.m. CST to address any questions or concerns. You also can visit www.milestone.com for additional information.

Both Milestone and Costco apologize for any inconvenience caused by the need for this product update and thank you for your time in resolving this issue.

Milestone AV Technologies