Reseller name

Street name 123

1234 XY City name

Country name

Customer name

Street name 123

1234 XY City name

Country name

April 26, 2019

Loudspeaker Recall & Safety Cable Installation Notice

— Action Required —

Dear Reseller,

We are contacting you to alert you of safety issues affecting certain Bose loudspeakers. Our records indicate you purchased affected Bose speakers, therefore your action is required.

Bose is recalling all FreeSpace DS 40F in-ceiling/flush-mounted loudspeakers manufactured prior to August 13, 2018. During installation and use, the mounting anchors on these loudspeakers can break, which could cause the loudspeakers to fall and result in serious injury. To date, we have received notice of 29 loudspeakers falling from their installed locations and one report of an injury.

Bose is also requiring the installation of safety cables for certain Bose loudspeakers, including DS 40F, that are installed in commercial cooking environments. This now also includes previously installed loudspeakers. When exposed to cooking oil or cooking oil fumes, the mounting components on these loudspeakers can break, which could cause the loudspeakers to fall and result in serious injury. To date, we have received notice of five loudspeakers falling from their installed locations and one report of an injury.

Required Actions:

Notify your affected customers about these issues. Your Bose reseller is providing you with template letters and frequently asked questions (FAQ) documents to assist you with these communications.

Replace the recalled loudspeakers and install safety cables for your end-user customers where needed. Your Bose reseller will provide free replacement loudspeakers, free safety cables, and compensation for the cost of installation services.

Contact your Bose reseller using the information at the top of this letter and provide any information they request. Work with them to execute the recall and safety cable installation processes described below.

On behalf of Bose Corporation, we extend our sincerest apologies for this inconvenience. We’re committed to making this right and we’re committed to your success. If you have questions or concerns not addressed here, please contact your Bose reseller. Your satisfaction is our top priority and we want to help successfully complete these processes as quickly and easily as possible.

Sincerely yours,

Reseller Name

DS 40F Recall — Required Action

Summary

All FreeSpace DS 40F in-ceiling/flush-mounted loudspeakers manufactured prior to August 13, 2018 are included in this recall. Loudspeakers mounted in a pendant configuration are NOT included in this recall because the mounting anchors are not used when pendant-mounted. However, if at any point in the future a pendant-mounted FreeSpace DS 40F loudspeaker unit manufactured before August 13, 2018 needs to be uninstalled and reinstalled as an in-ceiling/flush-mounted loudspeaker, it must be replaced.

Products Affected

FreeSpace DS 40F in-ceiling/flush-mounted loudspeakers manufactured prior to August 13, 2018.

Please refer to Document 6A (enclosed) for a complete list of all affected DS 40F models and their SKU numbers.

Please perform the following steps:

1. Identify all locations where you have installed the affected DS 40F loudspeakers.
2. Immediately contact all customers to whom you have supplied FreeSpace DS 40F loudspeakers, inform them of this recall using one of the attached template letters, and support them throughout the recall process. Provide them with Document 4L and Document 2F (enclosed) after you have entered your contact information in the appropriate sections.
3. Contact your reseller and follow the instructions they provide.

Safety Cable Installation — Required Action

Summary

The Bose loudspeakers and accessories listed below that are installed in commercial cooking environments where they are exposed to cooking oils or cooking oil fumes must be secured with a safety cable.

Products Affected

EdgeMax EM90 and EM180

FreeSpace DS 16 flush- and surface-mount (DS 16F, DS 16S, DS 16SE)

FreeSpace DS 40 flush- and surface-mount (DS 40F, DS 40SE)

FreeSpace DS 100 flush- and surface-mount (DS 100F, DS 100SE)

FreeSpace 3 Flush-Mount Satellites

FreeSpace 3 Series II Acoustimass (bass) module

Please refer to Document 6A (enclosed) for a complete list of all affected models of the above loudspeakers and their SKU numbers.

Please perform the following steps:

1. Identify all commercial cooking environments, such as restaurants and cafeterias, where you have installed the affected loudspeakers listed above. These loudspeakers will require inspection UNLESS you are certain that either:
   1. No cooking oil is used in the location;

OR

* 1. Only surface-mounted and/or pendant-mounted loudspeakers are installed in the location AND these loudspeakers are NOT installed in the same room where cooking oil is used.

If you are certain of either (a) or (b) for a location, no action is required for the loudspeakers installed in that location. Because the mounting components of the loudspeakers are not exposed to cooking oil or cooking oil fumes, they do not require a safety cable. If neither (a) nor (b) are true for a location, or if you are not certain of either (a) or (b) for a location, then you must inspect the location as described in (3) below. Your Bose reseller will manage the safety cable ordering/compensation process for you.

1. You may be asked to visit the location(s) for an on-site inspection, in coordination with your reseller (who will provide any needed safety cables or replacement product). The next steps depend on what you find during your on-site inspection:
   1. IS COOKING OIL USED AT THE LOCATION? If NO, no further action is required. Because the mounting components of these loudspeakers are not exposed to cooking oil or cooking oil fumes, they do not require a safety cable. If YES, continue to (b) below.
   2. ARE THE LOUDSPEAKERS INSTALLED IN THE SAME ROOM WHERE COOKING OIL IS USED? If YES, you must install a safety cable on the loudspeakers. This applies to surface-mounted, pendant-mounted, in-ceiling/flush mounted loudspeakers. If NO, continue to (c) below.
   3. ARE THE LOUDSPEAKERS EITHER SURFACE-MOUNTED OR PENDANT-MOUNTED? If YES, no further action is required. Because the mounting components of these loudspeakers are not exposed to cooking oil or cooking oil fumes, they do not require a safety cable. If NO (i.e., they are in-ceiling/flush-mounted loudspeakers), continue to (d) below.
   4. ARE THE IN-CEILING/ FLUSH-MOUNTED LOUDSPEAKERS EXPOSED TO AIR FROM A ROOM WHERE COOKING OIL IS USED VIA AN HVAC SYSTEM WITH AN ABOVE-CEILING PLENUM RETURN? If NO, no further action is required. Because the mounting components of these loudspeakers are not exposed to cooking oil or cooking oil fumes, they do not require a safety cable. If YES or if you are unsure, you must install a safety cable on the loudspeakers.

Additional Questions?

If you have questions or concerns not addressed here, please contact your Bose reseller.