



RE: IMPORTANT RECALL NOTICE AND NEW ASSEMBLY INSTRUCTIONS

Dear Valued Customer,

Thank you for buying an Orbitrek Elite or Orbitrek Elite Magnetic elliptical exercise machine. Thane strives to ensure that each product we deliver is the best quality and provides the best possible customer experience.

It has come to our attention that the placement of a spring washer is incorrectly described on page 5 (five) of the written assembly instructions that came with your unit. If the spring washer is incorrectly installed, the connections may loosen and permit undue stress and bolt damage posing a fall hazard. Thane is unaware of any reported injuries due to the improper placement of the spring washer.

In cooperation with the U.S. Consumer Product Safety Commission, Thane is voluntarily providing new assembly instructions for the proper placement of the spring washer. These instructions are being provided to purchasers of the following model numbers: BK2080 (Orbitrek Elite) and BK2280 (Orbitrek Elite Magnetic). Only Thane Orbitrek Elite and Orbitrek Elite Magnetic models within the following serial number range are subject to this recall: 0700001 – 0903016753. No other Orbitrek branded elliptical gliders are subject to this recall.

If you have received this letter, our records indicate that you purchased or own an Orbitrek Elite or an Orbitrek Elite Magnetic brand elliptical exercise machine that is subject to this recall.

Enclosed is a copy of the new assembly instructions which describe the proper placement of the spring washer. You should review these instructions and inspect your Orbitrek Elite or Elite Magnetic elliptical glider to ensure that the spring washer has been properly installed. To avoid confusion, we request that you replace page 5 (five) of your old instructions with the enclosed new instructions. If you determine that your spring washer was installed incorrectly and the pedal hinge bolt or crank appear to be damaged, please contact Thane at (888) 863-4003 for further direction about your unit.

For more information on the recall program or about the new assembly instructions, please call Thane toll-free at: (888) 863-4003 between 6 am and 6:30 pm (Pacific), Monday through Friday, between 6 am and 2:30 pm (Pacific) Saturday and Sunday or go to Thane's Web site at: www.thane.com.

We appreciate your patience in helping us deliver the best experience with your Orbitrek Elite or Elite Magnetic machine.

Sincerely,

Customer Assistance