

Product Safety Notice: *Twister T2 External Tumbler and Tumbler Belt Guard Upgrade for Machines Shipped Before March 2019*

March 1, 2023

Important product safety upgrade concerning the Twister T2 machines shipped before March 2019. We have identified a potential safety hazard in these machines due to the absence of an external tumbler and tumbler belt guard. This issue could lead to accidents or injuries during operation.

In accordance with our commitment to product safety and customer satisfaction, we have developed an external tumbler and tumbler belt guard designed specifically for older Twister T2 models. To minimize risk and enhance user safety, we are offering this external tumbler and belt guard free of charge for all affected Twister T2 machines.



Please follow these steps to receive and install the external guards:

1. **Determine eligibility:** Verify if your Twister T2 machine was shipped before March 2019 by checking if the tumbler and belt have guards pictured above. If you are uncertain, please contact our customer support team with your machine details for confirmation.
2. **Request the external guards:** Visit our website www.twistertrimmer.com/technical-support, email Support@Keirton.com, or call our toll-free line 1-888-254-3204 to request the complimentary external guards. Provide your name, contact information, and Twister T2 Serial Number when making the request.



3. **Review installation instructions:** Upon receipt of the external guards, carefully follow the included installation instructions to affix it to your Twister T2 machine. If you require assistance with the installation process or have any concerns, please contact our customer support team.
4. **Cease use until the guard is installed:** To ensure your safety, we strongly recommend discontinuing use of your Twister T2 machine until the external tumbler guard has been installed.

We apologize for any inconvenience this may cause and appreciate your understanding as we prioritize the safety of our customers. If you have any questions or concerns regarding this product safety notice and the external guard upgrade, please do not hesitate to contact our customer support team at 1-888-254-4304 or email at Support@Keirton.com.

Thank you for your prompt attention to this matter and for your continued support.

Sincerely,

Keirton Inc
Customer Support Team