



SERVICE BULLETIN

Date: 9/13/2000

Number: SB0002

Subject: Serial Number Plates

Details:

We have discovered that the adhesive on our most recent order of serial number plates is not up to our specifications. Unfortunately this has caused a number of these plates to fall off the units. These plates are very important, especially where warranty is concerned.

We will be replacing all serial number plates that are defective, but we will need your assistance. We must have either the serial plate off the units or a copy of your proof of purchase. This must include serial number and model number as well as the purchase date of the unit.

With your help, we are confident that we can correct this problem without too much inconvenience to anyone. Please feel free to contact Encore if you have any questions or concerns regarding this replacement procedure.

Thank you,
Encore Service Department