

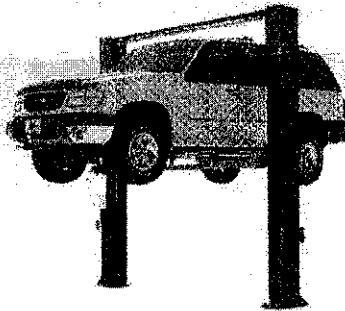
®RADUM PTY LTD

ABN 31 697 589 342

1st August 2013

Dear Valued Customer,

VEHICLE HOIST: MODEL NOS. DTP607F, DTP609F AND DTP609G



Our records indicate that you have purchased a 2 Post Vehicle Hoist ("Vehicle Hoist") from Radum in the past. The Vehicle Hoists are available in Floor and Gantry Models, in Model Nos. DTP607F, DTP609F AND DTP609G. The Vehicle Hoists have either 415V or 240V electric motors.

Your Customer Invoice Number: 11142
Your Customer Account Number: 58115

What has happened?

It has come to our attention that your Vehicle Hoist may not comply with the mandatory Australian Standard for Vehicle Hoists. In particular, the following electrical and mechanical issues have been identified:

1. **240V Motor Models:** The limit switch wiring in some Vehicle Hoists contains two core wire cable. If an electrical short circuit occurs, it is possible that the two core wire may not provide adequate earthing.
2. **240V Motor Models:** For some Vehicle Hoists, the plug and cable earth wire may have been cut during installation, or not properly connected to the terminal. If an electrical short circuit occurs, it is possible that the Vehicle Hoist may not have adequate earthing.
3. **All models:** The installation and operating manuals may not adequately illustrate the electrical wiring diagrams required by the Australian Standard.

4. **All models:** If damage occurs to the hydraulic hose or if the hydraulic hose bursts, the hydraulic arms may be able to lower at a speed above the maximum velocity set by the Australian Standard.
5. **All models:** The calculated stress loads measured for the Vehicle Hoist arms may exceed the maximum stress allowable under the Australian Standard.

Please note that no instances of malfunction, accident or injury have been reported to us. However, due to our uncompromising commitment to quality and safety, we have decided to commence a design upgrade program in relation to the Vehicle Hoists.

What is Radum doing?

Radum has developed a comprehensive design upgrade program for the Vehicle Hoists, which we will roll out across various stages.

What do you need to do?

1. As a precautionary measure, please immediately stop using your Vehicle Hoist, and contact Radum on the details below. Radum will enter your details into its Vehicle Hoist design upgrade program.
2. Then, a Radum-appointed electrician will attend at your premises to:
 - (a) inspect your Vehicle Hoist for electrical safety (and provide replacement wiring, if necessary);
 - (b) provide new installation and operating manuals (also available on the Radum website); and
 - (c) install anti-burst valves to the mechanical arms of the Vehicle Hoist.
3. The Radum electrician will provide a temporary de-rating of your Vehicle Hoist. You may continue to use your Vehicle Hoist at the temporary de-rated capacity during the remainder of Radum's design upgrade program.
4. Radum is currently sourcing replacement mechanical components to rectify the remaining mechanical non-compliances with your Vehicle Hoist. However, there will be delays in shipment of these components from Radum's supplier.

Once the replacement mechanical components become available, they will be sent to you to install. The old parts should be returned to Radum for destruction.

5. Finally, you can resume using your Vehicle Hoist at its original rated capacity.

If you have any questions at all, please contact Radum at the contact details below.

Radum understands that your Vehicle Hoist may be an important part your business. If this design upgrade program materially affects your business, please contact Andrew Murphy immediately on the telephone number listed below. Radum will work closely with you during this time to ensure minimal disruption to your business.

Thank you from Radum

Our foremost concern is the continued safety and satisfaction of our customers. Our testing indicates that the Vehicle Hoist is safe for use at the de-rated capacity. We greatly appreciate your understanding and assistance.

Our design upgrade program is being conducted in accordance with the ACCC's guidelines and in consultation with the State-based occupational health & safety and electrical Authorities. Radum is striving to ensure that the design upgrade program is conducted efficiently and with as little inconvenience to customers as possible.

The State-based occupational health & safety Authorities may also wish to visit your premises to inspect your Vehicle Hoist.

If you have any questions in relation to our Vehicle Hoist design upgrade program, please do not hesitate to contact Andrew Murphy on phone 1800 734 179 or by email at upgrades@radum.com.au.

Further information is also available on www.recalls.gov.au and on Radum's website.

Best Regards
Radum Pty Ltd