

SAFETY NOTICE - ISSUED TO CUSTOMERS ON 16.08.22



Mobbs Way, Lowestoft, Suffolk, NR32 3AL

16th August 2022

PLEASE DO NOT IGNORE – ACTION REQUIRED

Important safety information regarding your television

- Altimo 4322FHDSM – all serial numbers
- Altimo 4322UHDSM – all serial numbers

Dear Customer

We have discovered a potential weakness in a component making up the pedestal stand on your television.

Our records show that you purchased, or rented, a television from one of our distribution partners.

If the television is being used on its supplied pedestal stand, please stop use immediately and take steps to ensure the television is in a position where it cannot cause problems by toppling (e.g., placed on the floor screen upwards) and contact the Altimo customer care team on 0330 041 7490 straight away for further information.

We are managing a swap out of the defective stand component for a new, proven strong version.

Required Action

1. To replace the supplied pedestal stand neck (item A overleaf) with a new version
2. To discard the old pedestal stand neck, ensuring it cannot be used inadvertently

For a refresher in swapping out the old pedestal neck for new please refer to your products stand building instructions. You will find a copy on the back of this letter. If you have any questions or concerns, please contact Altimo Customer Care on 0330 041 7490.

If you are using your television on a wall mount and have stored the supplied pedestal stand for possible future use it is important that you replace the supplied pedestal stand neck that you have in storage. Replace with the new one and dispose of the old.

Thank you for being an Altimo customer and we remain at your service.

The Altimo Aftersales Team.



ITEM A – Pedestal Stand Neck

