



**IMPORTANT SAFETY NOTICE AND RECALL OF THE
TEGAM, INC. MODEL 125 VOLTMETER**

Dear Model 125 Voltmeter Customers,

TEGAM, Inc. has a Continuous Quality Improvement policy that is designed to focus on customer satisfaction, safety and quality. Our commitment to the production of the highest quality products has recently uncovered a potentially unsafe performance issue when using the Model 125 at temperatures at and above 110°F (43°C). No other TEGAM, Inc. products are affected.

THE PROBLEM:

A customer was using the Model 125 at and above 110°F when the instrument began to give false “CON” (continuity) readings. This false reading may potentially place the user in a hazardous situation. No injuries have been reported as a result of this situation.

To date, we have had one customer located in Arizona report this problem. TEGAM, Inc. has conducted testing at elevated temperatures and has found that Model 125 Voltmeters sent prior to Serial Number (S/N) T-243566 exhibit this same characteristic and **ALL MODEL 125 INSTRUMENTS WITH S/N LOWER THAN T-243566 SHOULD BE RETURNED TO TEGAM, INC. FOR REPAIR.**

To correct this potentially hazardous condition, TEGAM, Inc. will repair your meter at NO CHARGE. Even if you have not experienced any operational problems with your specific instrument, we strongly suggest you return your meter to TEGAM, Inc. for repair immediately.

ACTIONS TO BE TAKEN:

1. Do not use the Model 125.
2. Return your Model 125 to TEGAM, Inc. by first calling our Model 125 Customer Service Representative, and we will provide you with a Return Material Authorization (RMA) number and shipping instructions.
3. Notify your Safety Manager, Supervisor, etc. to assure that every effort possible is made to reach the appropriate personnel within your organization of this potentially hazardous condition.

We at TEGAM, Inc. certainly apologize for any inconvenience caused by this action and once again urge you to return your Model 125 for repair as soon as possible.

If you have any further questions please call TEGAM, Inc. at 1-800-666-1010 and ask for the Model 125 Customer Service Representative.

Sincerely,

Roger Zimmerman
VP - TEGAM, Inc.