



RE: IMPORTANT NOTICE AND NEW ASSEMBLY INSTRUCTIONS FOR CERTAIN ORBITREK ELITE AND ORBITREK ELITE MAGNETIC ELLIPTICAL EXERCISE MACHINES

Dear Valued Customer:

Thane strives to ensure that each product we deliver is the best quality and provides the best possible customer experience.

It has come to our attention that the placement of a spring washer on certain Orbitrek Elite and Orbitrek Elite Magnetic elliptical exercise machines is incorrectly described on page 5 (five) of the written assembly instructions that came with affected units. If the spring washer is incorrectly installed, the connections may loosen and permit undue stress and bolt damage posing a fall hazard. Thane is unaware of any reported injuries due to the improper placement of the spring washer, but is proactively implementing this program in the interest of the safety and satisfaction of our customers.

Through this program, Thane Direct Canada is providing new assembly instructions for the proper placement of the spring washer. These instructions are being provided to purchasers of the following models: Orbitrek Elite and Orbitrek Elite Magnetic sold in Canada from approximately May 2007 through May 2009 and falling within the following serial number range: Orbitrek Elite 0704346 to 0905023003, and Orbitrek Elite Magnetic 0701825 to 08053931 (“Affected Units”). No other models of Orbitrek elliptical gliders are included in this program.

If you have received this letter, our records indicate that you purchased or own an Affected Unit. Please immediately stop using your Orbitrek Elite and follow the instructions noted below.

Enclosed is a copy of the new assembly instructions which describe the proper placement of the spring washer. You should review these instructions and inspect your Orbitrek Elite or Elite Magnetic elliptical glider to ensure that the spring washer has been properly installed. To avoid confusion, we ask that you replace page 5 (five) of your old instructions with the enclosed new instructions. If you do not have the original assembly instructions, you may download a copy of the entire Owner’s Manual complete with a revised page 5 (five) at www.thane.ca.

If you determine that your spring washer was installed incorrectly and the pedal hinge bolt or crank appear to be damaged, please contact Thane Direct Canada at **1-877-771-7017**. For more information on this program or about the new assembly instructions, please call Thane Direct Canada toll-free at: **1-877-771-7017** between 9:00 AM and 5:00 PM Eastern Monday to Friday or visit the firm’s website at: www.thane.ca.

We appreciate your patience in helping us deliver the best experience with your Orbitrek Elite or Elite Magnetic machine.

Thane Direct Canada Inc.