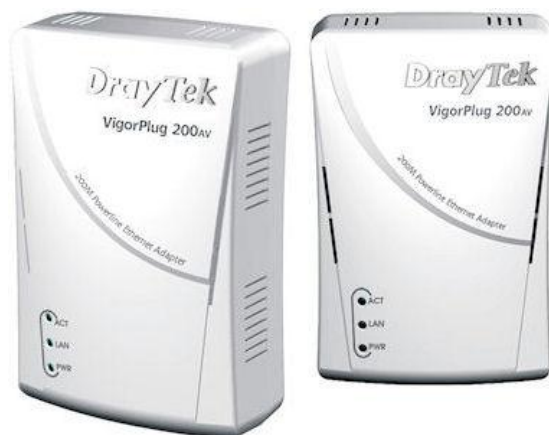


DrayTek VigorPlug - Safety Recall



Important Notice - 13th July 2011 For users in the UK/Ireland/Channel Islands

The VigorPlug 200 was sold in the UK until approximately mid-2009. It was a 'Homeplug' or 'Powerline Ethernet' adaptor which provides ethernet/data over your home's electrical wiring (instead of using Ethernet cables or Wireless). A VigorPlug installation consists of a pair (or more) of plug-top devices, with a single Ethernet RJ45 socket on the bottom (see photo above). The VigorPlug was produced for DrayTek by a third-party OEM and may also be available under other brands; if your product looks identical to the VigorPlug, but is not DrayTek-branded, please do check with your own manufacturer (we can handle only DrayTek products).

There has been an incident reported of a VigorPlug overheating. No personal damage or injury was caused and it did not cause secondary ignition, however, as this is not a common incident, it has been difficult to determine any local factors which may have contributed to the problem occurring or the potential outcome if it occurs on another device. Therefore, as a precautionary measure, we are advising any customers still using this product to immediately cease use of their VigorPlug and contact the service centre to have their unit checked and replaced where necessary.

Customers in the UK, Northern Island, Ireland or Channel Islands, please contact info@draytek.co.uk with the following information:

- | Your name
- | No. of units you have
- | Product Serial numbers (of all units)

If you are in other countries/geographic areas, please contact your local DrayTek office for advise and assistance. If you think you still have units but do not intend using them, you should dispose of them via normal means (for example local authority recycling) rather than pass them to a new user.

VigorPlugs are no longer in warranty so if you have faulty/non-working products, this programme is not applicable and there is no facility/need to have your unit examined by us. This programme is for in-service or working units only. If you have faulty or disused equipment, you should dispose of it via your normal local amenities.

If you are a dealer/reseller and believe you may have sold VigorPlugs, please do pass these details onto your users.

We apologise for any inconvenience. If you have any questions, please contact us at info@draytek.co.uk
