



IDENTICOM

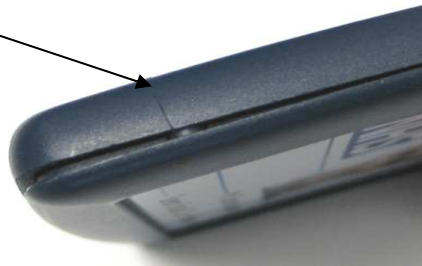
Technical Bulletin: TB001-1205

SUBJECT:
Cracks in Identicom casing

We would like to make you aware that a very small number of Identicom units have shown the potential to develop hairline cracks stemming from the back of the Identicom plastic case.

The hairline cracks have been initiated where the front and back plastic components are mechanically joined through a pin.

Crack originating from
mechanical joint



Our investigation has shown that this is an isolated incident caused by a small number of components within a specific production batch of plastic casings being marginally outside the dimensional tolerances set. As a result, increased stresses around the mechanical joint (pin) have initiated the cracks which have spread due to the loads placed on the casing during normal use.

Although our investigations have shown this to be a problem that will only affect a minute percentage of units, Connexion2 has implemented modifications to the injection moulding process and introduced additional quality control steps to ensure the elimination of this problem.

Should any user of the Identicom therefore discover such hairline cracks in the plastic casing of their Identicom unit that has not been induced by any kind of mishandling of the unit then we will replace the plastic case of the unit in question. Please follow the normal Connexion2 returns procedure to effect this change.

Yours sincerely

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