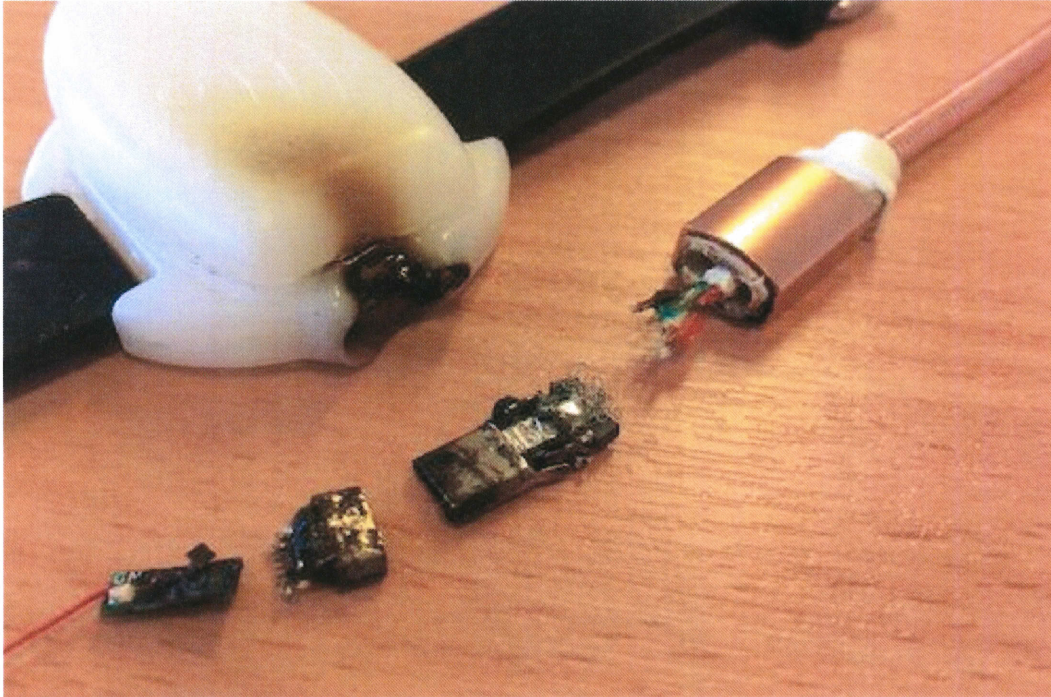


Avoid the risk of dangerous chargers



Yesterday, a user called us about an Epi-Care mobile sensor. During charging, the sensor had been exceptionally warm, and the shell was burnt and discoloured.

We visited the user the same day and picked up the sensor and the charger. Today we have assessed the damaged sensor and the charger. Our conclusion is that the charger was unsafe and caused the incident. The charger is sold in "Tiger/Flying Tiger", a store that usually sells cheap products at a cost of DKK 10, 20 or 30.

The Epi-Care has a short circuit protection built in to protect the device, and the Epi-Care was functional after the incident, apart from the charger port. The short circuit happened in the charger, and the resulting heat has melted both the plastic and the head of the charger.

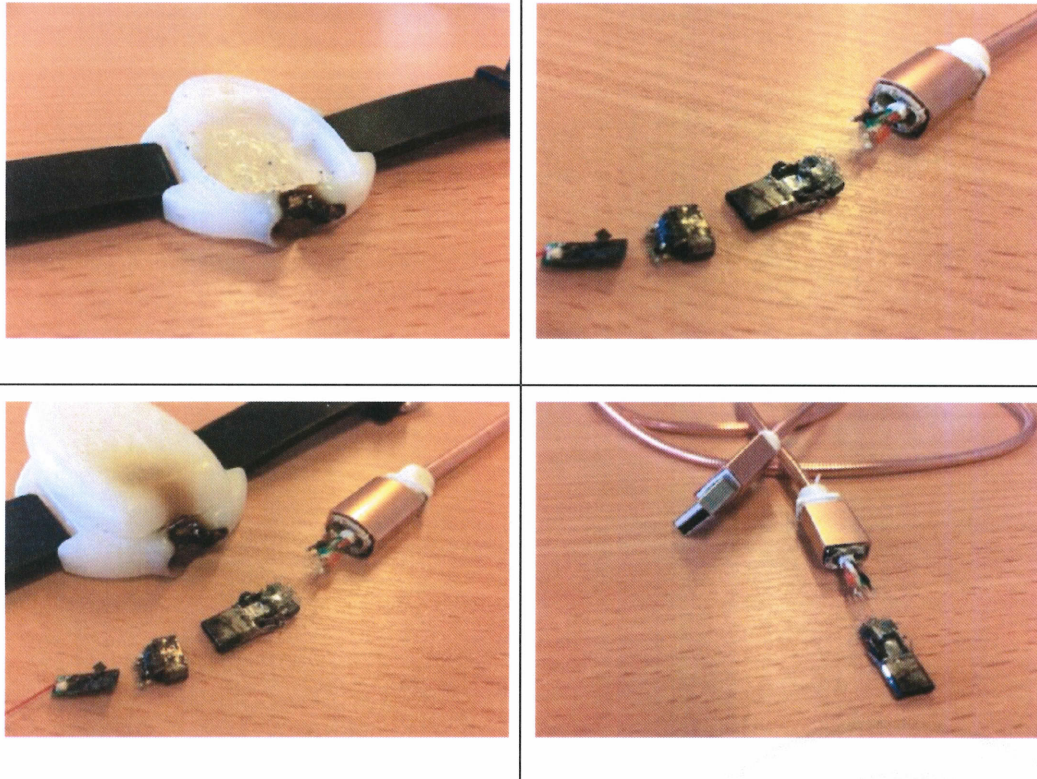
First of all, incidents like these are very rare. During the years our wearable sensor has been on the market, only two incidents have been reported.

Our products, the Epi-Care free and mobile and the future Panda Fall Detector, use a Micro USB-B. The USB Micro is now the standard USB port for almost all mobile devices, and therefore widely available. Unfortunately, this means that cheap copy-products and unsafe charger are also being sold.

Use an unsafe charger might result in the product not working properly, a risk of heat damage, smoke and less battery time. Our products guarantee will no longer apply if the

original charger is not used or the new charger is of lesser quality than the original. (Not the same type, not the same certifications).

An Epi-Care mobile sensor damaged by a cheap unsafe charger



Help your customers to use a genuine charger

- Make sure that the users know of the risk of cheap chargers.
- Tell that the users can buy safe chargers at your company.
- Keep a supply of charger for users that want extra

If users insist on buying 3rd party chargers, advise them to:

Buy chargers from well-known companies, don't buy cheap and watch out for the signs of a copy-product like bad spelling and fake symbols.

Please, if you are aware of more incidents like this one, don't hesitate to tell us.

Best regards

Technical Service
Danish Care Technology ApS