

# Quality Assurance Notification

TCL HOUSEHOLD APPLIANCES (ZHONGSHAN) CO., LTD.

July 17, 2018

Dear Costco Member,

This is a quality assurance notification, as our records indicate that you have purchased item #2018052 Hamilton Beach Water Cooler. Upon review of the returned units we have ascertained valuable insight regarding two potential issues with your unit:



- 1) A thin plastic film was adhered to the black stainless steel door to protect the finish during transit. This film may not be immediately evident, as there was no packaging to indicate its presence. To remove the film, peel away one corner, apply firm tension until entirely removed. Failure to remove the film may make the stainless steel look discolored. See image to the left.



- 2) Your unit may have a plastic ring around the bottom of the tap, where the water comes out. This ring has a small screen in it, which was intended to aerate the water and create surface tension but has been found to restrict water flow causing internal back flow and potential leakage. To prevent this issue it is recommended to remove the screen as follows. Twist the ring in any direction, while gently pulling down.

Should you have further questions, please call us at **1-800-256-8169 ext 1**. Our Hamilton Beach Customer Service staff is available to receive your calls Monday - Friday from 8:00am to 10:00pm EST, and on weekends from 10:00am to 4:00pm EST.

Sincerely,  
Hamilton Beach water dispensers

