



Duro Corporation  
17018 Evergreen Place  
City of Industry, CA 91745  
1-888-909-8818  
November 18, 2016

Dear Costco Member,

At NXR, we have always prided ourselves on providing high quality cooking appliances at highly competitive prices. We do this by constantly challenging ourselves to be better than we were yesterday, which is why we do not hesitate to make improvements when the opportunity arises.

We have been made aware of a potential safety concern with our NXR PRO line when the full extension gliding racks are removed from their fixed rails and inserted into a different rack position. These racks were not designed with a stop as are conventional oven racks, so they may be pulled out completely when relocated from their original positions. This leads to a potential burn hazard. As of now, we have no reports of injury from such incidents; however, we always choose to be promptly proactive whenever we learn of a concern.

The gliding racks were designed to glide from their original, factory installed position. We understand that a versatile oven should allow for racks to be used in multiple positions, so we have redesigned our oven rack bracket to allow our valued customers to safely operate the full extension gliding racks. We will be sending redesigned rack brackets the week of November 28, 2016, which will have an additional glide rail at the bottom, at no charge.

The installation of the new brackets is simple and can be done in a few minutes. We will provide installation instructions along with a video. In the meantime, to be safe, please do not use the gliding racks in any position other than the originally shipped position with the gliding rails.

We thank you for your continued support of NXR, and promise to continue bringing the best to your home.

Sincerely,

Saban Chang  
President  
NXR - Duro Corporation