Nestlé Waters North America Inc. 900 Long Ridge Road Building 2 Stamford, CT 06902



July 1, 2017

Important Safety Notice

Concerning Your Nestlé Waters AccuPure Floor Standing Filtration Dispenser

Dear Texas State University

In cooperation with the U.S. Consumer Product Safety Commission, Nestlé Waters North America Inc. is notifying you of a potential safety issue associated with our AccuPure Floor Standing Filtration Dispensers. You may have already received a phone call from a Nestlé Waters customer service specialist about this matter. There have been 14 reports indicating the dispenser might overheat, causing the unit to emit smoke or catch fire. No injuries have been reported. Customer safety is our number one priority at Nestlé Waters North America and, effective immediately, we will be recalling all HB215-3G and HW215-3G Floor Standing Filtration Dispensers. These two models are pictured below.

ACTION REQUIRED: Immediately unplug the unit(s) from the outlet and stop using the unit(s). Please note water will no longer dispense from the unit itself once unplugged. Filtered water lines connected to other devices, like coffee makers or faucets, will remain unaffected.

A Nestlé Waters customer service specialist will be reaching out to you confirm whether you have a recalled unit and, if so, to schedule pickup of the recalled unit(s) and provide a replacement unit. If a replacement unit is not readily available, Nestlé Waters will provide a selection of options for continued service until a replacement unit is available, with no incremental cost over your cost of service today.

If you have any questions in the meantime, please feel free to reach out to us at 844-895-9691 Monday through Friday from 8 a.m. to 9 p.m. (ET) and Saturday from 8 a.m. to 4 p.m. (ET).

Thank you for your cooperation and patience during this matter. Nestlé Waters deeply values our customers and your business. We are committed to providing you with the highest level of service and quality products.

Sincerely,

Mark Tierney Vice President of Sales and Marketing Nestlé Waters North America Inc.



HW215-3G