

December 21, 2009

Chatters Canada Recalls LOOK Ultra Irons

Toronto, ON – The Electrical Safety Authority is notifying the public that Chatters Canada Limited has announced a voluntary recall of the following consumer product. Consumers should stop using recalled products immediately.

Name of Product: LOOK Ultra Irons, Model 5519930

Units: 42

Manufacturer/Importer: The Cricket Company LLC

Hazard: LOOK Ultra Irons, Model 5519930 were sold in Chatters salons between August 1st, 2009 to November 9th, 2009 in red packaging claiming a 30 Minute Auto Shut Off feature. Some of the irons sold in this red packaging were of an older model which did not have this feature installed. These older model irons were inadvertently packaged in the red packaging. Consumers should be aware that some of these irons may not have the 30 Minute Auto Shut Off feature, as advertised, which may result in a risk of a burn or fire.

Incidents/Injuries: No damages or injuries have been reported to Chatters Canada Limited as of the date of this Notice.

Description/Models: The LOOK Ultra Irons were sold in a red box with white lettering. The model number of the

affected irons is 5519930. The suggested retail price at the time the irons were sold was \$149.95.

Sold by: Chatters salons

When was distributed: Between August 1st, 2009 to November 9th, 2009.

Manufactured in: Korea

Remedy: Those consumers who purchased a LOOK Ultra Iron, Model 5519930 between the months of August 1st, 2009, and November 9th, 2009, should be aware that their iron may not have a 30 Minute Auto Shut Off as advertised. In the event that they purchased a LOOK Ultra Iron, Model 5519930 between the months of August 1st, 2009 to November 9th, 2009, and the 30 Minute Auto Shut Off feature is not working, they can return the iron to their nearest Chatters salon for an exchange or store credit of equivalent value.

Consumer Contact: Don Goyan, Director of Development and General Counsel, Chatters Canada Limited, 1-888-944-5055.

Remarks: The recalled units are certified to Canadian Standards by TUV America. For more information about TUV America product certification process please visit: www.tuvam.com

