

May 4, 2010

Alert

It has come to our attention that a component used in the manufacture of certain lots of our OTC device for motion sickness may not function properly. This problem impacts only the specified lots of the Explorer, model RB-EL, which are listed below. Your device may contain the defect if the LED lights appear to function normally, but the device fails to emit stimulation. The defect does not pose any risk of injury or harm to the user.

At Neurowave Medical, the quality and safety of the products we sell is of the utmost priority. As such, Neurowave Medical is pleased to offer a 50% off coupon to any of our customers who may own a malfunctioning device that belongs to the affected lots (see lot numbers below). The lot number is engraved on the back of your device. Please contact Neurowave at 312-334-2514 if you believe that your device is defective. Please note that no action is required on your part, and you will not be eligible to receive a coupon, if the device is functioning properly.

We sincerely apologize for any inconvenience caused and are here to ensure that you remain one of our many satisfied customers.

Lot numbers:

Lot E0747
Lot E0804
Lot E0805
Lot E0806
Lot E0814
Lot E0837

Neurowave Medical Technologies

10-1012 0504