



GUARDIAN FULL FACE MASK POSSIBLE VISOR PROBLEM

Procedure for Sending Masks to OTS:

- 1) Call OTS at (800) 800-550-1984 or email recall@otscomm.com to obtain an "RC#" reference number to ship your masks back to us. Any salesperson can provide you with this information.
- 2) You will be sent a UPS shipping label to affix to the outside of the box(es).
- 3) Package your masks in their original boxes as they were originally sent to you, if possible. If you do not have these materials any longer, please package your masks in a similar fashion.
- 4) Clearly mark the outside of the shipping box with your RC# so that it can be identified by our receiving department.
- 5) Ship your masks from a UPS location using the account provided. Attn: "OTS RECALL"

Please also include the following information with your masks:

- 1) Your complete ship-to information (Where you want your masks returned to). Return shipments will be signature required - please keep this in mind.
- 2) Your full name, phone #, email, and other contact information.
- 3) Where you originally bought your masks - dive shop? OTS? Show?
- 4) Any other information you think will be helpful to OTS.

Also, as was addressed in previous emails, these clips are the short-term fix. The masks will be retrofitted to an updated, more secure visor frame assembly upon first-year maintenance at OTS. The clips are not a permanent addition to the mask.

If you have any questions regarding the recall process, please do not hesitate to call us at OTS and speak to anyone in the sales department - (800) 550-1984