SAFETY RECALL NOTICE

Consumer Notification
for Handheld Garment Steamers

FEBRUARY 8, 2024

Dear Customer:

Our records indicate that you may have purchased one or more of the following Handheld Garment Steamers from the Vornado family of products: **Steamfast model numbers SF-425, SF-435, SF-440, SF-445, and SF-447; Vornado model number VS-410; and Sharper Image model number SI-428,** as shown below**,** which were sold online and in retails stores between approximately July 2009 and January 2024**.**

In cooperation with the U.S. Consumer Product Safety Commission ("CPSC") and Health Canada, Vornado is voluntarily recalling the Handheld Garment Steamers shown below because the steamers can expel hot water from the steam nozzle while heating or during use, posing a serious burn hazard to consumers.

If you have a recalled unit, **we ask that you please stop use immediately** and follow the steps described below to participate in the recall for a refund or replacement depending on model.

Steamfast SF-425 (4oz)

Steamfast SF-440 (6.1oz)

Steamfast SF-445 (11.4 oz)

Steamfast SF-447 (11.4 oz)

Steamfast SF-435 (7oz) - Available in blue, orange, pink, hot pink, sage, and white colors

Sharper Image SI-428 (4oz)

Vornado VS-410 (5.6 oz)

The Brand, Model, Serial Number, and Date Code are printed on the silver or white rating label on bottom of each product.

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The recalled Handheld Garment Steamers were sold at stores nationwide and online including Amazon.com, Steamfast.com, Kohl's.com, QVC.com, Bed Bath & Beyond, and Walmart.

Please participate in the recall by registering online directly at www.vornado.com/recalls/hhgs or go to www.vornado.com, www.steamfast.com, or www.sihomecomfort.com and click on " Product Recalls" at the top of the page for more information.

During your registration, you will be required to submit details and a photo of your product. Upon validation and acceptance of your registration, you will be provided one of the following remedies depending on the model number and your location:

- For US residents:
  - If you own a Steamfast model SF-447, you will receive a refund based on average purchase price ($15USD) or valid proof of purchase.
  - If you own any of the other recalled models, except the Steamfast model SF-447, you will receive a free replacement Steamfast Valet Handheld Garment Steamer ($34.99 value).
- For Canadian residents and other residents outside of the US:
  - If you own a Steamfast model SF-447, you will receive a refund based on average purchase price ($15USD) or valid proof of purchase.
  - If you own any of the other recalled models, except the Steamfast model SF-447, you will receive a refund of $35USD. A replacement unit is not available for shipping outside of the US.

If you have any questions or need to register by another method, please call the Vornado Recall Team toll-free at 888-240-2768 from 8 a.m. to 5 p.m. ET Monday through Friday or email us at hhgsrecall@vornado.com .

The Vornado team is dedicated to ensuring that we can stand behind each and every product that comes into your home, and we strive to earn your total satisfaction.

Thank you for your loyalty, patience, and cooperation.

Randy Brillhart
President and CEO, Vornado Air, LLC