



Ingersoll Rand Industrial Technologies
800-B Beatty Street
Davidson, NC 28036
USA

July 28, 2010

IMPORTANT NOTICE

Ingersoll Rand HammerHead 2015MAX and 2025MAX Low Profile Impactool Product Return

It has come to our attention that the first shipment of the new HammerHead Impactools may contain a faulty component that could affect performance. Ingersoll Rand is committed to the highest level of quality and reliability; therefore, we are addressing this issue immediately to ensure you can experience the quality and productivity that you've come to expect from Ingersoll Rand.

Effective immediately, we are requesting that you return your HammerHead Impactool to Ingersoll Rand in order to process a return shipment of a new tool. We are committed to processing and returning the new tool as expeditiously as possible and anticipate 15 business days for processing, from receipt of the returned tool to the shipment of the new tool.

We realize that many of you have waited patiently to obtain your new HammerHead Impactool and we sincerely apologize for this inconvenience. To immediately return your HammerHead Impactool, please call the rapid response team toll free at 1-877-797-1657. They will provide you with detailed shipping instructions to expedite the process.

Return process highlights:

1. Call rapid response team toll free at 1-877-797-1657 to begin the return process.
2. The affected serial number range is: A10F08XXXH – A10G23XXXH

We are sincere in our efforts to manufacture the highest quality products and are committed to ensure Ingersoll Rand tools meet or exceed your expectations. Thank you in advance for your patience and cooperation.

Sincerely,

A handwritten signature in black ink, appearing to read 'T. B. Adams'.

Terry Adams,
Director, Technical Services & Reliability