

Q1. Why is Intermatic conducting this recall?

A1. We are conducting this recall to keep our customers safe and prevent possible injuries by removing the problem products.

Q2. How can I tell if my product is affected by the recall?

A2. Look on the back side of the timer for the model number **DT27** and date code **04B**.

Q3. If my DT27 timer has a 04B date code, what should I do?

A3. You have two choices.

1. Go to our website: www.intermatic.com and follow the link on the Home Page to the Safety Recall. There, you can fill out a form with your name, address and phone. We will ship you a box and return label for the product.
2. Call our toll free number: (800) 704-3595 and leave your name address, and phone number. We will ship you a box and return label for the product.

Q4. What is the problem with my product?

A4. Some of the DT27 timers with the 04B date code were manufactured with two wires in reverse (also known as reverse polarity). Under certain conditions, this could result in an electrical shock.

Q5. My DT27-04B timer appears to be working okay. Can I continue to use it?

A5. No. Even though your timer appears to be safe, we are asking all customers to immediately stop using the product and participate in the recall by returning the product to us for a free replacement.

Q6. How long will it take for me to receive the replacement timer?

A6. Please allow 30 days from the time you contacted Intermatic. We apologize for any inconvenience, and assure you we will work as quickly as possible to replace your product.

Q7. Can I repair the product myself?

A7. No. We urge you not to attempt to repair the product yourself. Please return it to us immediately for a free replacement.

Q9. Where do I return the product?

A9. After you complete the online form or leave a message with our toll-free number, we will send you a pre-addressed postage paid return carton. After we receive your timer, we will promptly mail a replacement to the address you specify.