

## PRODUCT FAULT INFORMATION

012018

Dear RF elements customer,

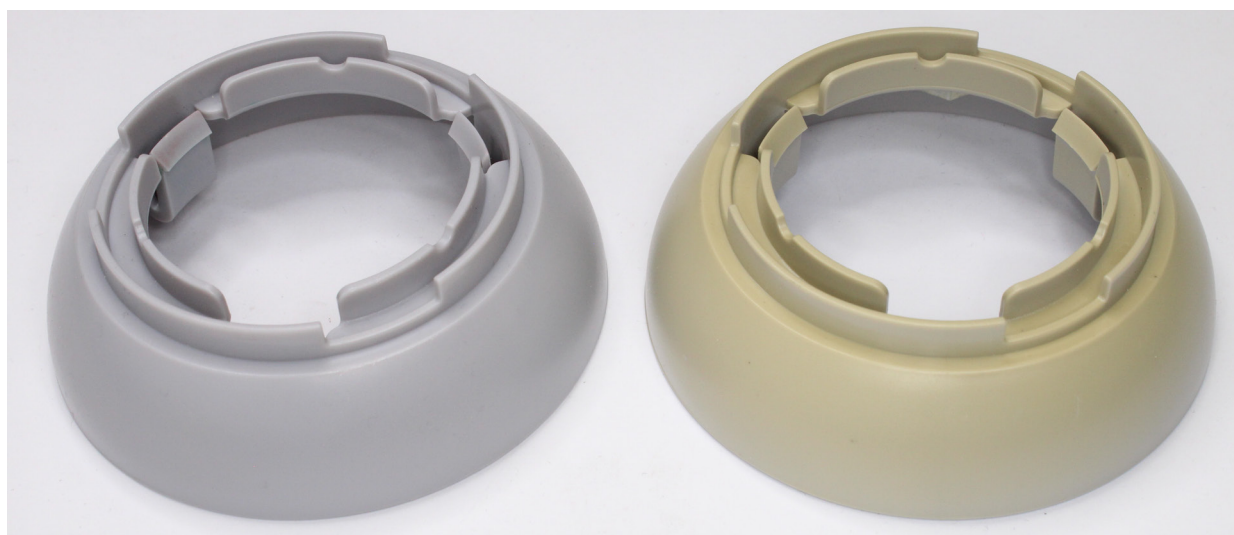
We have discovered possible fault on following products:

**TwistPort™ Adaptor for Isostation**

**Product ID: TP-ADAP-IS**

The fault part is plastic cover, which may be not UV resistant. One batch from our supplier contained non compliant material without UV protection component. You may observe accelerated deterioration of the plastic part exposed to sunlight.

To avoid misunderstanding, please check following pictures: Picture shows OK product with plastic cover made of correct plastic material on the left, and faulty product on the right - cover is made from not UV protected material and shows damage from UV light.



**OK part**

**NOT OK part**  
**(discoloration after UV exposure)**

**The plastic part serves as aesthetical cover, has no key protective function. You are not in danger of damaging your equipment due to this fault.**

**If you have TP-ADAP-IS that shows signs of accelerated UV damage on plastic part, please contact your Reseller or Distributor with RMA requirement. We will replace the plastic cover for free. Please note, we do not handle RMA requests directly. You have to file RMA with your distributor.**

**If you have further questions, feel free to contact your Distributor or contact us directly on [info@felements.com](mailto:info@felements.com).**

**Best regards**

**Peter Fic  
Quality Assurance Manager**