Product Operation and Safety Notice*: Multilingual User Manuals (including safety) and Safety Decals for machines shipped before Feb 1, 2026.*

December 10, 2025

Dear Valued Customer,

We are writing to notify you about an important operational and safety issue concerning Twister machines shipped before February 1, 2026. We have identified a shortfall in the user manuals and safety decals on many of our machines, due to poor/lack of translation from English to other languages, including French and Spanish. This issue could lead to accidents or injuries during operation.

In accordance with our commitment to product safety and customer satisfaction, we have updated user manuals and safety decals for all machines to include translations into the following languages:

- French
- Spanish

Please follow these steps to receive and review translated manuals and safety decals:

1. **Request the translated materials:** Visit our website www.twistertrimmer.com/technical-support, email Support@Keirton.com, or call our toll-free line 1-888-254-3204 to request the complimentary translated materials. Provide your name, contact information, the machine you are requesting material for, and the translations needed when making the request.
2. **Review materials:** Upon receipt of the user manuals and/or safety decals, carefully review the operational and safety information. If you require assistance or have any concerns, please contact our customer support team.
3. **Cease use until the materials are read, reviewed and understood:** To ensure your safety, we strongly recommend discontinuing the use of your machines until the manuals and decals have been received, read, reviewed, and understood. Ensure that any decals have also been installed on the machine according to Keirton's requirements.

We apologize for any inconvenience this may cause and appreciate your understanding as we prioritize the safety of our customers. If you have any questions or concerns regarding this product safety notice, please do not hesitate to contact our customer support team at 1-888-254-4304 or email at Support@Keirton.com.

Thank you for your prompt attention to this matter and for your continued support.

Sincerely,

Keirton Inc
Customer Support Team