

IMPORTANT SAFETY NOTICE

Date: March 31, 2022

Re: Bestar Wall Bed Products – All Models

Dear Valued Partner:

Bestar has become aware of a safety issue with our wall beds if installation instructions are not followed. If the wall mounting screws are not properly installed to the wall structure (wood studs, metal studs, or masonry), or if “hollow wall” anchors have been used, then the wall bed can suddenly detach from the wall and fall, resulting in **serious injury or death**.

To prevent this hazard, a *qualified person* must install the wall bed, as indicated in the instructions. A *qualified person* has a good understanding of the wall structure where the bed is anchored, including the positioning of the wall studs and structural components in the case of a wood or metal structure.

If the structure of the wall is not wood, metal or masonry, the service of a *professional* would be required for the wall anchoring. A *professional* is a certified construction professional, in compliance with applicable regulations in the province, state, or country where the furniture is installed.

To be safe, wall bed owners must answer the following questions and follow the direction provided:

1. Did you use a professional or qualified person to install your wall bed?
 - If No, stop using the wall bed immediately and call Bestar at the number below. You will need to hire a qualified person or professional installer to inspect and repair (if necessary) your wall bed installation.
2. Do you have any concerns regarding the correct installation of your wall bed?
 - If Yes, stop using the wall bed immediately and call Bestar at the number below. You will need to hire a qualified person or professional installer to inspect and repair (if necessary) your wall bed installation.
3. Were “hollow-wall” anchors used for the wall attachment of your wall bed to the wall structure?
 - If Yes, or if you do not know, stop using the wall bed immediately and call Bestar at the number below. You will need to hire a qualified person or professional installer to inspect and repair (if necessary) your wall bed installation.

If any repair or assistance is required, Bestar will provide instructions and hardware appropriate to each model for proper installation to the wall structure present in the owner’s residence as well as reimbursement for the reasonable, documented costs associated with an inspection and/or installation of the wall bed of \$170 - \$207 for Above Top Shelf wall beds or \$338 - \$414 for Below Top Shelf wall beds. See attached table. To obtain reimbursement, wall bed owners must submit a copy of their paid invoice showing the name and contact information of the professional who provided the inspection and/or installation services along with a detailed description of the work done, to (Bestar8577@stericycle.com).

If the owners are unable to find a professional installer within the aforementioned range, they must contact Bestar at the number below before engaging a professional installer at a higher price. If, after speaking with Bestar, they are unable to find a professional installer within the aforementioned range, they will be reimbursed for reasonable costs outside of the range associated with the inspection and installation of the wall bed if they can provide documentation to that effect.



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Please contact us at 1-888-912-8458 Monday through Friday from 8AM to 5PM EST with any questions related to this letter or our products. Thank you for your attention.

We are not asking our retail partners to take any action at this time other than to work with Bestar as needed to contact your customers to ensure that they receive the Bestar Recall Notice.

Thank you for your attention to this matter.
Please contact us with any questions.

Sincerely

Bestar Safety Team

ABOVE TOP SHELF MODELS		BELOW TOP SHELF MODELS	
Model #	Model Name	Model #	Model Name
25184	Nebula Queen	25183	Nebula Full
26183	PUR Full Boutique Full	80183	Cielo Full
26184	PUR Queen Boutique Queen	80184	Cielo Queen
40183	Versatile Full	42183	Audrea Full Evolution Full
40184	Versatile Queen	42184	Audrea Queen Evolution Queen
70183	Edge Full	85181	Lumina Full
70184	Edge Queen	85182	Lumina Queen
		116183	Orion Full
		116184	Orion Queen
		85184	Lumina Queen w/Desk
		85183	Lumina Double w Desk
		41183	Novello Double
		41184	Novello Queen
		40180	Versatile Double
		40181	Versatile Double
		40182	Versatile Queen