



**Important Product Information about your iRobot Roomba**

November 24, 2008

Costco's records indicate that you purchased an iRobot Roomba Model 550, Costco Item #218216 between September 1, 2007 and July 31, 2008.

We have received complaints that the spinning side brush in some iRobot Roomba models are wearing down prematurely. If you experience this and would like a replacement side brush (at no cost), please contact iRobot at 1-866-300-5666. Technical Support and Service Representatives are available Monday through Friday, 9am - 7pm, (ET) and Saturday 9am - 6pm (ET). You can also logon to our website [www.irobot.com/support](http://www.irobot.com/support) for support anytime.

We apologize if you've been inconvenienced. We appreciate your business and want to ensure your satisfaction with your iRobot Roomba.

Sincerely,

A handwritten signature in black ink, appearing to read 'Patrick Murray', is written over the printed name.

Patrick Murray  
Senior Director of North American Sales  
iRobot

**iRobot Corporation**

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