

**SUBJECT: IMPORTANT PRODUCT SAFETY INFORMATION:
RICOH IM 350, 350F, IM 430F**

Ricoh Company, Ltd. and its subsidiaries ("Ricoh") have identified a potential product safety concern with a limited number of production runs of some black and white multifunction printers (listed above). The safety concern relates to the wiring configuration inside the fusing unit. It is essential that the device is properly grounded. The device should not be used in any other way, failure to do so can in rare cases lead to an electric shock.

A thorough investigation has concluded that less than 1% of the assessed devices are potentially affected. Ricoh will automatically schedule a service visit to proactively replace the fusing unit, with the majority of these to be completed by October 2019.

If you have a device as listed above and have any questions or believe you are yet to be visited by a Ricoh field technician, please [click here](#).

Ricoh would like to thank you for your understanding and convey our sincerest apologies. Our team is working extremely hard to minimise any impact this may have on our valued customers. We remain dedicated to providing our customers the highest quality products and services.