

[Chester Creek Letterhead]

[insert date of letter here]

Dear Membrane Keyboard User,

Our company name is Chester Creek. We can be found on the Internet at www.chestercreek.com. We are the manufacturers of the Membrane Keyboard that was supplied with the IBM/Little Tikes Young Explorer/KidSmart computer solution you received as a donation in 2008. This letter is to notify you of an issue involving the Membrane Keyboard stemming from a manufacturing change. There is a slight possibility that the Membrane Keyboard may have failed when you set up your system or during its initial use. To this date, more than 2,000 of these keyboards have been installed around the world. We have received notice of only four keyboards which have malfunctioned. We stress that the malfunctions do not pose a danger to users of the Young Explorer system or to the computer systems themselves. However, we are sending you this letter to notify you of the slim possibility of malfunction and to instruct you as to how to get your Membrane Keyboard repaired or replaced if needed.

If your Young Explorer is functioning properly there is nothing you need to do.

However, if your keyboard failed at setup, or if it fails during the one year warrantee period, Chester Creek will accept return of the keyboard, modify it, if necessary, and return it to you at no cost to you. We will provide you with a Chester Creek LearningBoard computer keyboard, if needed, to use while your Membrane Keyboard is being modified. The LearningBoard computer keyboard is yours to keep. Please see the instructions for return of the Membrane Keyboard attached to this letter.

Please contact us if you have any concerns or questions about the Membrane Keyboard.

Contact Information

Jack Kosmach

LTMKB@chestercreek.com

+1-218-722-1837

Instructions for return of Membrane Keyboard

1. Notify Chester Creek that you wish to return your keyboard because it failed by contacting Jack Kosmach by email at LTMKB@chestercreek.com or by phone at 1-218-722-1837.
2. Chester Creek will mail out a return package to return your keyboard.
3. Turn off the computer workstation and then disconnect the keyboard.
4. Remove the blue retaining frame that holds the Membrane Keyboard in the desk. There are five Phillips-head plastic screws holding the retaining frame in place. Be very careful not to strip the heads of the screws or it will be very difficult to reinstall your keyboard.
5. Lift the keyboard out of the desk and set aside.
6. Set aside the blue retaining frame and the black plastic keyboard holder in a safe place. You will need these to reinstall your keyboard when it is returned to you.
7. Install the flat desk accessory that came with your Young Explorer. You will use the same five Phillips-head screws that you removed in step 3 to install it. Be very careful not to strip the heads of the screws.
8. You can install a temporary keyboard for use while your Membrane Keyboard is repaired.
9. Package the Membrane Keyboard for shipment to Chester Creek. We will provide you with a UPS Return Label to apply to the package. Hand the package to your UPS driver or drop off at any UPS location.

Upon receiving your replacement Membrane Keyboard from Chester Creek, please follow the instructions below:

1. Turn off your computer and disconnect the temporary keyboard.
2. Remove the flat desk accessory.
3. Place the Membrane Keyboard back into place with the black plastic keyboard holder and install the blue retaining frame.
4. Reconnect the Membrane Keyboard and turn your computer back on.

Please contact us with any questions at:

Jack Kosmach

LTMKB@chestercreek.com

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