



November 21, 2002

Mr. Kenneth D. Backman,
Director, Marketing and Sales
Better Packages, Inc.
255 Canal Street
Shelton, CT 06484

Dear Mr. Backman,

In response to your request, we purchased a sample of the Electra Tape Dispenser, with serial number 1219, produced by Marsh Shipping Supply Company. A certification mark from another company appears on the product stating "conforms to ANSI/UL Std. 1960 [sic]". The website for this certification company confirmed that this product is certified to UL 1950 not UL 1960.

In our judgment, evaluation of the sample disclosed several features not in compliance with UL 1950, including the following:

1. Page 19 and 29 of the Owners Manual instructs the operator to remove the keypad to adjust the measuring wheel pressure and clean the gears. Removal of the keypad allows operator access to parts at hazardous voltages. This is in conflict with clause 2.1.2 of UL 1950.
2. The brush tank can be removed without the use of tools and therefore is an operator accessible area as defined by clause 1.2.7.1 of UL 1950. With the brush tank removed, the cutting blade is accessible to the operator. Since the blade mechanism can be actuated (intentionally or unintentionally) at any time during normal operation or servicing, the cutting blade presents a risk of injury to the operator. An interlock should be provided per clause 2.8.1 of UL 1950.
3. As noted above, the brush tank is removable without the use of tools. Therefore, the metal heating element is considered an operator accessible part that may be touched during operator functions such as adjusting the thermostat. During the temperature test, the external surface of the heating element assembly reached 150C in an ambient of 28C. This temperature rise of 122C exceeds the 45C maximum rise allowed in Table 16 of UL 1950. The markings on the product, with the brush tank removed, do not identify the heating element as a potential hazard or indicate the level of risk.

We will be notifying the certification agency of our findings.

Sincerely,

A handwritten signature in black ink, reading 'Robert J. Pollock', is positioned below the word 'Sincerely,'.

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