

July 27,2021

Notice to all of our valued customers

Free repair of malfunctioning part of ORIENT STAR Diver Watch

Unfortunately we have to inform you of a malfunctioning in the bezel of our ORIENT STAR Diver Watches. The bezel is a feature that can be used if a customer wants to measure time for a certain (sports or diving) activity. Normally the bezel is to rotate counterclockwise only, but in some of the watches of this model we found the bezel to rotate two-ways. This could potentially result in a wrong measurement of time. Although these types of Diver Watches, including the bezel, do not function as diver safety equipment, we would like to warn every customer not to use the bezel for measuring time especially when diving.

This malfunctioning of the bezel only showed in some watches of this model and we confirm that to this date we have not received any complaints from end-users nor did we receive any reported incidents. However, if you own any of the Diver Watches concerned, we will repair it for you free of charge, regardless of whether the warranty period has expired or not.

Below you will find an overview of the Diver Watches concerned, a more detailed explanation of the malfunctioning of the bezel, and most importantly how to get your free of charge repair.

We sincerely apologize for any inconvenience and concern this may cause and will make every effort to prevent a reoccurrence.

1. Applicable products

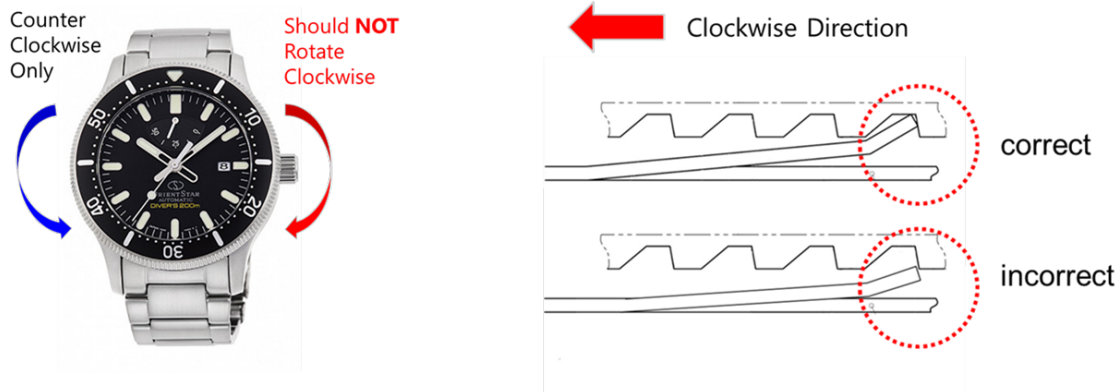
No.1	No.2	No.3	No.4	No.5	No.6
					
RE-AU0301B	RE-AU0302L	RE-AU0303B	RE-AU0304L	RE-AU0306L	RE-AU0307E

2. Phenomenon and causes

*Phenomenon: The bezel is able to rotate clockwise (under normal circumstances the bezel can only rotate counterclockwise).

*Cause: The shape of the spring behind the bezel is incorrect.

*Even if this phenomenon is not currently apparent, it could occur at a later time.



3. Potential issue

A malfunctioning bezel might potentially cause the time to be measured incorrectly.

4. Contact us

Please contact your local distributor or take the product to the store where you purchased it.

<https://www.orient-watch.com/service-network>

We greatly appreciate your understanding and cooperation.

Sincerely yours,

Jun Morofushi

General Manager

WP Sales and Marketing Dept.

SEIKO EPSON CORPORATION