

Dear Mr. Leavett,

I received your email address from customer support. They encouraged me to email you with my strong concerns regarding the L'Equip RPM Blender. As I know you are a busy man, I will outline my concerns then give you the background.

It is my belief that this blender will kill someone - sooner than later.

My concerns revolved around the fragile blender blades. The blender blades have broken twice for me while blending frozen fruit (mixed berries, frozen banana and soymilk stored in a regular kitchen freezer). According to your customer support center, these blades are the "new thicker" blades.

Here are my concerns:

1. **There is no indication that the blender blades have broken.** None. In fact, the first time the blades broke, I was completely unaware of it. I heard the metal clink against the Nalgene bottle I poured the smoothie into. Again, the *only* indication I had of a problem was the sound of the blade accidentally hitting the plastic bottle.
2. **The blades shatter into small pieces of shrapnel.** I have taken pictures of the broken blades so that you can see what I am referencing. These pieces are razor sharp, small and can easily be swallowed by a child or an adult.

In my mind, it's only a matter of time before someone swallows one of these shrapnel pieces.

My story:

My husband's doctor encouraged him to drink smoothies for a variety of dietary issues. I researched blenders at ConsumerReports.org and chose the L'Equip based on their recommendation. I purchased the blender from 877myjuicer.com.

We owned the blender for two weeks before the blades broke the first time. For the sake of clarity, I placed a cup of mixed frozen berries, two-2" pieces of frozen banana, and a cup of cold soymilk in the blender. I was able to blend the fruit and soymilk then added honey. The blender reved up (wheee sound) but all blenders do that with smoothies. I added more soymilk and it seemed fine. It was only when poured the smoothie into a wide mouth Nalgene bottle that I heard the metal shard clink against the plastic.

Honestly, I noticed the sound, but didn't think anything about it. I figured it was some unmixed frozen fruit. But the sound nagged at me. While my husband showered for work, I decided to check the smoothie by transferring it into another clean Nalgene bottle. That's when I found the shattered blender blades inside the Nalgene bottle.

I called was unable to get a hold of L'Equip by their telephone number so I contacted the

877myjuicer.com. They gave me a telephone number to Kitchen Resources customer support. Your service person (Dave) assured me that they had better, newer, thicker blades. I received an entire blender top and blades two weeks later in the mail. Getting the blender jar with new blades, I recycled the first set of broken blades.

I used the new assembly three times before it broke again. The attached photos are from that instance.

I am unable to return the blender to 877myjuicer.com because I no longer have the box. Their only recourse was to discount the purchase of another blender. This means that I am out \$164 dollars. I was encouraged by the 877myjuicer.com customer service person to sell the blender on eBay. However, how can I do that when it's such a dangerous item?

This is a serious and dangerous issue. As one business owner to another, I strongly encourage you to recall all of these blenders before someone dies. At the very least, you need to discontinue carrying these items.

Ask yourself - can you live with yourself if someone dies in the course of normal use of this blender? I can't. That's why I am writing you.

I am sending this email to 877myjuicer.com, ConsumerReports.org. I will also post my story on my weblog (on-a-limb.com) as well as begin an email chain. I am also contacting the US Customer Product Safety Commission.

Thank you for your time.

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