

## NEW TIPS AVAILABLE NOW

Some stores have already received their inventory of replacement tips. Please contact your local store to confirm availability.

To obtain your free tip, visit the store where you purchased your stick. They will match your stick's serial number and give you a free replacement tip (take your stick or receipt, as the serial numbers must be validated). Most stores also have the serial numbers logged in their computer system along with your contact information.

The new tips have two small dots on either side of the word PURE. The below image shows them highlighted in blue.



We recommend replacing your existing tip immediately for the best performance. Details on how to replace your tip can be found on our website.

Additional spare tips will arrive in stores within the next few weeks. Any purchases of spare tips may also be replaced under warranty, with proof-of-purchase at the store. But for the present time, only one tip per serial-number is available.

Thank you for supporting PURE.

## NEW TIPS ARRIVING SOON

We anticipate our new PURE tips to arrive this month! Everyone who purchased a PURE stick will get a new tip FOR FREE. Thanks to your valuable feedback we discovered a batch of tips were not treated for low temperatures. We have ensured this new batch of tips is the high quality equipment you expect from PURE.

Another announcement will be made once tips are shipped to stores.



## STICK WARRANTY EXTENDED TO TIPS

Thanks to your valuable feedback, we have discovered some unusual tip fractures. Working closely with our manufacturer, we have identified a potential issue with a batch of tips. Reportedly this batch may be susceptible to low temperature brittle fracture as in Figure 1. The extreme cold surfaces found in older rinks may also increase this risk.



Figure 1: Fractured tip.

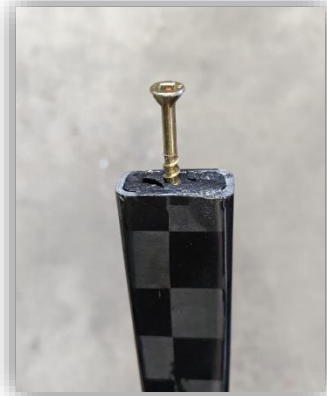


Figure 2: Fractured tip removal with a screw.

Batch manufacturing does not serialize or identify the tips. As a result, it is unknown which stick serial numbers or spare replacement tips may be affected.

Stores will provide full warranty on any PURE tip which breaks in this manner.

The broken portion of the tip can be removed by drilling a small hole and installing a screw before heating the shaft. If drilling is not an option, use a small diameter screw (#4 or #6 size). This will provide a gripping point to remove the broken portion after heating the shaft. Wear gloves or use pliers, since the screw will be hot!

The chance of tip breakage appears low at this time. But carrying a backup stick to ice sessions may be sensible. Another production run of tips is currently under way and we will provide an update when they become available.

PURE Sports Gear prides itself in providing high quality and high performance products. And we want your experience with PURE equipment to be the best possible. We apologize for this inconvenience and will provide additional information as soon as it is available.

Thank you for your patience and for supporting PURE Sports Gear.