

## Zoom Jet Packs Recall Notice: Skyward Line

**Date:** September 27, 2024

**To Our Valued Customers,**

At Zoom Jet Packs, your safety is our top priority. We are writing to inform you of an important recall affecting our Skyward line of jet packs.



### Issue Description:

We have identified a potential safety issue with the Skyward jet packs. If pilots fly for a sustained period of time at an angle of 100 degrees from the vertical or greater, there is a risk of an interruption to the fuel supply to the rockets. This interruption could potentially cause an immediate loss of power.

### Immediate Actions Required:

1. **Flying Angle Limitation:** Until your Skyward jet pack is serviced, please ensure that you do not fly at angles greater than 100 degrees from the vertical. Flying beyond this angle may result in fuel supply interruption, and you will be bearing the risk of power loss.
2. **Return for Fix:** Zoom Jet Packs is offering a fix for this issue at no cost to you. Please return your Skyward jet pack to any of our support and distribution centers. Our team will perform the necessary modifications to ensure your jet pack operates safely.

### How to Return Your Jet Pack:

- Visit our website at [support.zoomjetpacks.com/recall](https://support.zoomjetpacks.com/recall) to find the nearest support and distribution center.
- Follow the instructions provided to schedule a return or drop-off.
- Our customer service team is available to assist you with any questions or concerns at 555-847-5210.

We apologize for any inconvenience this may cause and appreciate your understanding and cooperation. Your safety is paramount, and we are committed to resolving this issue swiftly.

Thank you for your attention to this matter.

Sincerely,

**Zoom Jet Packs Customer Support Team**