

## **URGENT FIELD SAFETY NOTICE**

### **END USERS**

<b>Commercial name:</b>	Various Unomedical High Concentration Oxygen Masks (see Attachment 1 for full details)
<b>Issue Date:</b>	10 <sup>th</sup> May 2017
<b>REF No:</b>	See Attachment 1
<b>LOT No:</b>	See Attachment 1
<b>FSCA ID:</b>	2017-001
<b>Type of action:</b>	Recall / Product Disposal

**Please note that this action only applies to specific product codes and associated LOT numbers and does not affect all product codes and LOTs of High Concentration Oxygen Masks.**

---

#### **Description of the problem:**

ConvaTec/Unomedical has voluntarily initiated a global recall of specific product codes and associated LOTs/batches of High Concentration Oxygen Masks.

An internal assessment of product reports has confirmed that these devices are not meeting our expectations or those of our customers. In some cases, the tubing has been found to disconnect from the oxygen mask, prior to use or during use, causing a disruption in supply of oxygen.

High Concentration Oxygen Masks are intended to deliver high concentration oxygen to patient airways.

Only the identified product part codes and associated lot numbers within this notice have the known potential to malfunction and disrupt the supply of oxygen to patients.

For this reason and to address any potential risk of harm, all of the affected products should **not be used**. If you believe any affected products remain in your inventory, please contact your Regional contact.

#### **Product Identification Procedure:**

The only way to identify affected product is by comparing product code and lot number to the recalled product list (see Attachment 1). There is no other discernable difference between affected and unaffected product.

See Attachment 2 for example package labeling that highlights the location of the product code and lot number on the device label which is located on the primary packaging and/or the shipping carton. The product code (reference number) is preceded by the word 'REF'. The lot number is preceded by the word 'LOT'.

**Advice on action to be taken by end user.**

Our records show that you have taken delivery of affected product. Please follow the steps below:

1. Please stop the use of all affected devices as defined in this document.
2. Ensure that all affected devices in stock are quarantined.
3. Check stock and complete the enclosed 'Recall Response Form for END USERS' which should be forwarded to your distributor **as soon as possible**.
4. Contact your distributor to arrange return of affected products, if applicable, and to arrange credit. New orders will need to be raised. To place new purchase orders for replacement stock please reference Attachment 3 which details product codes available for order.

**PLEASE PROVIDE A COMPLETED RESPONSE AS SOON AS POSSIBLE.**

**Contact reference person relating to this letter:** *(distributor to complete)*

Name:

Position:

Address:

Tel:

Fax:

E-mail:

Continue to report any adverse events involving this product to the ConvaTec Customer Care Line (see Regional contact list for details).

**Transmission of this Field Safety Notice:**

This notice should be sent to all others who have received the affected High Concentration Oxygen Masks products within your organization or to any organization where the affected devices have been transferred. ConvaTec apologizes for any inconvenience this may cause. If you have any questions, please contact your distributor or local ConvaTec/Unomedical representative (see Regional contact list for details).

The relevant National Authorities have been advised about this Field Safety Corrective Action.

**Authorisation:**

<u>Name</u> Duncan Rowley	<u>Title</u> Director, Regulatory Affairs and Quality Assurance, EMEA	<u>Address</u> ConvaTec Limited, First Avenue, Deeside Industrial Park, Deeside, CH5 2NU, U.K.	
<u>Date</u>	5 <sup>th</sup> May 2017	<u>Signature</u>	

**Regional contact person for this Field Safety Corrective Action:**

**Belgium / Estonia / France / Germany / Israel / Jordan / Netherlands / Rwanda / Saudi Arabia / Switzerland**

Tel: + 41 (0) 52 630 54 01

Fax: +41 (0) 52 630 54 99

Email: [ccc.customerservice@convatec.com](mailto:ccc.customerservice@convatec.com)

**Denmark**

Tel: +45 4816 7030

Fax: +45 8025 3413

Email: [customerservicenordic@convatec.com](mailto:customerservicenordic@convatec.com)

**Finland**

Tel: +358 (0) 20 7659 630

Email: [mail.fi@convatec.com](mailto:mail.fi@convatec.com)

**Italy**

Tel: 800500190

Email: [clienti.convatec@convatec.com](mailto:clienti.convatec@convatec.com)

**Malta**

Tel: +356 7944 7497

Email: [ian@ipl.com.mt](mailto:ian@ipl.com.mt)

**Norway**

Tel: +47 22686095

Fax: + 47 80019602

Email: [customerservicenordic@convatec.com](mailto:customerservicenordic@convatec.com)

**Sweden**

Tel: +46 (0)42 332010

Fax: +46 200887486

Email: [customerservicenordic@convatec.com](mailto:customerservicenordic@convatec.com)

**United Kingdom**

Tel: +44 (0) 1244 832206

Fax: 0800 279 9004

Email: [unomedical-uk.customerservice@convatec.com](mailto:unomedical-uk.customerservice@convatec.com)



**RECALL RESPONSE FORM for END USERS**  
**URGENT FIELD SAFETY NOTICE**  
**PLEASE COMPLETE AND RETURN by Fax/Email**

Consignee of the device:

<b>Consignee Name:</b>	
<b>Consignee Address:</b>	

The following High Concentration Oxygen Masks have been distributed to your facility:

<b>Product Code / REF No.</b>	<b>SAP Code</b>	<b>LOT No.</b>	<b>Quantity Delivered (pieces)</b>

**Please answer each of the following.**

1.  We have NO affected product.
2.  We have the following affected product and are following the instructions given by the distributor:

**Record quantity (pieces) for each LOT:**

<b>LOT No.</b>	<b>Units on Hand</b>	<b>LOT No.</b>	<b>Units on Hand</b>	<b>LOT No.</b>	<b>Units on Hand</b>

FORM Completed and Returned From:

<b>Name (CAPITAL LETTERS):</b>	
<b>Position:</b>	
<b>Company Name:</b>	
<b>Address:</b>	
<b>Phone No:</b>	
<b>Signature:</b>	
<b>Date (dd/mm/yyyy):</b>	

**Attachment 1: Product Codes & Lot Numbers affected**

<b>Product Code / REF No.</b>	<b>SAP Code</b>	<b>Description</b>	<b>LOT No's.</b>
104MM	1302097	Rebreathing mask, Reservoir bag, with Tubing	105631
106MM	1702436	Oxygen Mask, Adult High Concentration Non-Rebreather 2.1 m (7') Oxygen Tubing	100733, 104106, 104798, 100721, 109824
108-E	1300168	Non-Rebreather Oxygen Mask, Adult High Concentration with 2.1 m (7') Oxygen Tubing	102766, 102785, 102726, 102352, 105451, 109186
108MM	1705302	Non-Rebreather Oxygen Mask, Adult High Concentration with 2.1 m (7') Oxygen Tubing	100281, 100709, 100729, 101923, 103180, 103265, 103691, 103714, 104104, 105987, 110558
3226-E	1308753	Non-Rebreather Oxygen Mask, Pediatric High Concentration with 2.1 m (7') Oxygen Tubing	102727
3226MM	1307553	Non-Rebreather Oxygen Mask, Pediatric High Concentration with 2.1 m (7') Oxygen Tubing	100720, 101141
3230MM	1302405	Non-Rebreather Oxygen Mask, Pediatric High Concentration with 2.1 m (7') Oxygen Tubing	104906, 105181
9108MM	1267152	Non-Rebreather Oxygen Mask, Adult High Concentration with 2.1 m (7') Oxygen Tubing	100232, 100694, 100918, 101639, 101897, 103067, 104846, 104848, 105453

## Attachment 2: Example Package Labeling

Product Code

**Unomedical**

**REF 9108MM**

GB **Non-Rebreather Mask, Adult with 2.1 m (7') Oxygen Tubing "No-Crush"**  
 D **Verlängerte Nicht-Rückatmungs-Sauerstoffmaske mit Schlauch für die Erwachsene**  
 DK **Forlængret åndemask, ikke til genindånding, med slange for Voksne**  
 F **Adulte Masque à oxygène, allongé, sans réinhalation avec tube**  
 GR **Επιπλέον Εμπύση Μόνο Οξυγόνου Μή-Επιστροφής Εκπνεόμενου Αέρα με σωλήνα**  
 I **Maschera a ossigeno Adulti allungata e a circuito di non riorespirazione, con tubo**  
 N **Avång oxygenmask utan återandning för Vuxna med slange**  
 E **Mascarilla Adulto de No-Reinhalação con Tubo de Oxígeno de 2.1 m (7') "No-Colapsable"**  
 NL **Langwerpig Zuurstofmasker zonder terugloopbeademing Volwassenen met slang**  
 P **Máscara de oxigênio alongada de Não re-inalação Adulto com tubo**  
 PL **Maska tlenowa Dla Dorosłych, z drzwem**  
 R **Маска интентационическая с отверстием для выхода наружу рециркуляционная с соединительной трубкой**  
 S **Åvång syrgasmask utan återandning för Vuxna med slang**  
 SF **Aikahätkä pöytä takaisinhengitystä estävä hengitysmaski, aiku**

Product Code

**Unomedical**

**REF 9108MM**

GB **Non-Rebreather Mask, Adult with 2.1 m (7') Oxygen Tubing "No-Crush"**  
 D **Verlängerte Nicht-Rückatmungs-Sauerstoffmaske mit Schlauch für die Erwachsene**  
 DK **Forlængret åndemask, ikke til genindånding, med slange for Voksne**  
 F **Adulte Masque à oxygène, allongé, sans réinhalation avec tube**  
 GR **Επιπλέον Εμπύση Μόνο Οξυγόνου Μή-Επιστροφής Εκπνεόμενου Αέρα με σωλήνα**  
 I **Maschera a ossigeno Adulti allungata e a circuito di non riorespirazione, con tubo**  
 N **Avång oxygenmask utan återandning för Voksna med slange**  
 E **Mascarilla Adulto de No-Reinhalação con Tubo de Oxígeno de 2.1 m (7') "No-Colapsable"**  
 NL **Langwerpig Zuurstofmasker zonder terugloopbeademing Volwassenen met slang**  
 P **Máscara de oxigênio alongada de Não re-inalação Adulto com tubo**  
 PL **Maska tlenowa Dla Dorosłych, z drzwem**  
 R **Маска интентационическая с отверстием для выхода наружу рециркуляционная с соединительной трубкой**  
 S **Åvång syrgasmask utan återandning för Vuxna med slang**  
 SF **Aikahätkä pöytä takaisinhengitystä estävä hengitysmaski, aiku**

Unomedical Inc. 7701 S. Ware Rd. McAllen, Texas 78503 USA Phone # +1 956-853-8472 www.unomedical.us  
 ConvaTec Limited, First Avenue, Dennis, Florida, US 32024, UK  
 Made in Mexico

**LOT 112094**

**2020-06**

10844249001629

Label # LDR9108MM / Rev. 01/14

Lot Number

Unomedical Inc. 7701 S. Ware Rd. McAllen, Texas 78503 USA Phone # +1 956-853-8472 www.unomedical.us  
 ConvaTec Limited, First Avenue, Dennis, Florida, US 32024, UK  
 Made in Mexico

**LOT 112094**

**2020-06**

8 44249 00162 2

Label # LDR9108MM / Rev. 01/14

Lot Number

Product Code

**REF 9108MM**

**LOT 112094**

Lot Number

GB **Non-Rebreather Mask, Adult with 2.1 m (7') Oxygen Tubing "No-Crush"**  
 D **Verlängerte Nicht-Rückatmungs-Sauerstoffmaske mit Schlauch für die Erwachsene**  
 DK **Forlængret åndemask, ikke til genindånding, med slange for Voksne**  
 F **Adulte Masque à oxygène, allongé, sans réinhalation avec tube**  
 GR **Επιπλέον Εμπύση Μόνο Οξυγόνου Μή-Επιστροφής Εκπνεόμενου Αέρα με σωλήνα**  
 I **Maschera a ossigeno Adulti allungata e a circuito di non riorespirazione, con tubo**  
 N **Avång oxygenmask utan återandning för Voksna med slange**  
 E **Mascarilla Adulto de No-Reinhalação con Tubo de Oxígeno de 2.1 m (7') "No-Colapsable"**  
 NL **Langwerpig Zuurstofmasker zonder terugloopbeademing Volwassenen met slang**  
 P **Máscara de oxigênio alongada de Não re-inalação Adulto com tubo**  
 PL **Maska tlenowa Dla Dorosłych, z drzwem**  
 R **Маска интентационическая с отверстием для выхода наружу рециркуляционная с соединительной трубкой**  
 S **Åvång syrgasmask utan återandning för Vuxna med slang**  
 SF **Aikahätkä pöytä takaisinhengitystä estävä hengitysmaski, aiku**

**2020-06**

Unomedical Inc. 7701 S. Ware Rd. McAllen, Texas 78503 USA Phone # +1 956-853-8472 www.unomedical.us  
 ConvaTec Limited, First Avenue, Dennis, Florida, US 32024, UK  
 Made in Mexico

**5x10**

GB **Non-Rebreather Mask, Adult with 2.1 m (7') Oxygen Tubing "No-Crush"**  
 D **Verlängerte Nicht-Rückatmungs-Sauerstoffmaske mit Schlauch für die Erwachsene**  
 DK **Forlængret åndemask, ikke til genindånding, med slange for Voksne**  
 F **Adulte Masque à oxygène, allongé, sans réinhalation avec tube**  
 GR **Επιπλέον Εμπύση Μόνο Οξυγόνου Μή-Επιστροφής Εκπνεόμενου Αέρα με σωλήνα**  
 I **Maschera a ossigeno Adulti allungata e a circuito di non riorespirazione, con tubo**  
 N **Avång oxygenmask utan återandning för Voksna med slange**  
 E **Mascarilla Adulto de No-Reinhalação con Tubo de Oxígeno de 2.1 m (7') "No-Colapsable"**  
 NL **Langwerpig Zuurstofmasker zonder terugloopbeademing Volwassenen met slang**  
 P **Máscara de oxigênio alongada de Não re-inalação Adulto com tubo**  
 PL **Maska tlenowa Dla Dorosłych, z drzwem**  
 R **Маска интентационическая с отверстием для выхода наружу рециркуляционная с соединительной трубкой**  
 S **Åvång syrgasmask utan återandning för Vuxna med slang**  
 SF **Aikahätkä pöytä takaisinhengitystä estävä hengitysmaski, aiku**

**2020-06**

Unomedical Inc. 7701 S. Ware Rd. McAllen, Texas 78503 USA Phone # +1 956-853-8472 www.unomedical.us  
 ConvaTec Limited, First Avenue, Dennis, Florida, US 32024, UK  
 Made in Mexico

### Attachment 3: Available Product Codes

ConvaTec has recently expanded and enhanced their range of Respiratory Care products. In addition to a wider choice of products, the new range offers various additional benefits, such as:

- Complete replacement of phthalates (incl. DEHP)
- Products standardized with universal (Fits-All™) connector for connection either to an oxygen fitting, or directly to the flow-meter screw - and all oxygen tubing standardized to crush-resistant lumen (No-Crush™ tubing)
- Packaging standardization to sealed sub-packs of 10 pieces for eased on-site distribution to functional areas.

In case of re-ordering of any of the affected old product codes, ConvaTec will provide the latest generation of products which will have new Product Codes. Please follow the correct reordering process and supply a purchase order number.

<b>OLD Product Code / REF No.</b>	<b>NEW Product Code / REF No.</b>	<b>NEW Product Description</b>
104MM	93-104MM	Oxygen Mask, High Concentration Rebreather, 2.1m oxygen No-Crush™ safety tubing and Fits-All™ connector, Adult, 10x50pcs
106MM	93-108MM	Oxygen Mask, High Concentration Non-Rebreather, 2.1m oxygen No-Crush™ safety tubing and Fits-All™ connector, Adult, 10x50pcs
108-E	93-108MM	Oxygen Mask, High Concentration Non-Rebreather, 2.1m oxygen No-Crush™ safety tubing and Fits-All™ connector, Adult, 10x50pcs
108MM	93-108MM	Oxygen Mask, High Concentration Non-Rebreather, 2.1m oxygen No-Crush™ safety tubing and Fits-All™ connector, Adult, 10x50pcs
3226-E	93-230MM	Oxygen Mask, High Concentration Non-Rebreather, 2.1m oxygen No-Crush™ safety tubing and Fits-All™ connector, Pediatric, 10x50pcs
3226MM	93-230MM	Oxygen Mask, High Concentration Non-Rebreather, 2.1m oxygen No-Crush™ safety tubing and Fits-All™ connector, Pediatric, 10x50pcs
3230MM	93-230MM	Oxygen Mask, High Concentration Non-Rebreather, 2.1m oxygen No-Crush™ safety tubing and Fits-All™ connector, Pediatric, 10x50pcs
9108MM	93-108MM	Oxygen Mask, High Concentration Non-Rebreather, 2.1m oxygen No-Crush™ safety tubing and Fits-All™ connector, Adult, 10x50pcs