AgeD'orgroup

To: [redacted]

4th September 2017

Attn: [redacted]
Cc: Chairman Medical Board and relevant Head of Departments

Re: Product Recall for Nasal Cannula (KMS-SW4219/07)

Kindly be informed that we would be conducting a Product Recall for the Nasal Cannula (KMS-SW4219/07)

Affected Lot Number: 170415
Product Description: Nasal Cannula, Adult (KMS-SW4219/07)

This is due to a manufacturing defect which restricts oxygen flow through the Nasal Cannula tubing.

Although the percentage of this particular affected lot is very low, and poses no immediate risk at the moment, we have decided to conduct a voluntary recall for the product in the best interest of your patients and for safety reasons.

Action Plan:

We fully understand that upon a Product Recall, you would still require the product for your daily operations.

As such, we are offering you an alternative product, which is HSA registered (HSA Registration Number: DE0012221) in exchange for your current stocks of the affected batch.

We sincerely apologize for the inconveniences caused, and seek your kind understanding on this matter.

Should you require any further clarifications, please do not hesitate to contact me directly at 96935599.

Thank you & best regards,
Bennett Sim
Business Development Manager
Age D'or Healthcare Pte Ltd
Mobile: [redacted]

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