

21<sup>st</sup> September 2018

## URGENT - FIELD SAFETY NOTICE

Type of Action	Recall
Teleflex Reference:	EIF-000291
Commercial Name	CrystalClear Plus RUSCH CARE CrystalClear (PVC) Tracheostomy Cannula (no Cuff) - Set RUSCH CrystalClear (PVC) Tracheostomy Cannula (Cuffed) RUSCH CrystalClear (PVC) Tracheostomy Cannula (no Cuff)
Product Code/Lot Number	Refer to Appendix 2

Dear Customer,

### Details of affected devices

Teleflex has initiated a voluntary Field Safety Corrective Action for the above listed product code.

### Description of the problem

Teleflex Medical is recalling the above-mentioned products because the inside diameter (ID) is outside the specified dimension tolerance and is not compliant to relevant ISO standards.

These tracheostomy tube ID inaccuracies for patients may lead to extra exertion with spontaneous respiration and may lead to inappropriate high lung pressures with lung ventilation.

The device anomaly is not easily recognised by the user, and therefore use may result in health consequences. No complaints have been reported pertaining to this issue.

Our records indicate that you have received product that is subject to this recall. We are now notifying our customers to take the following actions:

### **FIELD SAFETY CORRECTIVE ACTION INSTRUCTIONS**

#### **ADVICE ON ACTION TO BE TAKEN BY MEDICAL STAFF**

1. We request that you check your inventory for product within the scope of this field action. Users should cease use and distribution of stock of the affected product batch and quarantine immediately.
2. If you do not have stock in scope of this field action as referred to in above table then mark the according checkbox on the Acknowledgement form (Appendix 1) and return the form to the fax number or e-Mail-address mentioned below.
3. If you have stock from the affected product as referred to in above table, mark the according checkbox on the Acknowledgement form (Appendix 1). Contact customer service by calling the phone number mentioned below who will issue you with a return number. Write this return number into the respective field in the Acknowledgement form.
4. Complete 'Appendix 1' for all products in your possession and under control. Return this form immediately to Customer Service.
5. Teleflex (or your local dealer) will issue a credit note upon receipt of the returned affected product.

**INSTRUCTION FOR DISTRIBUTORS OF AFFECTED PRODUCT**

1. If you are a distributor, provide this field safety notice to all of your customers who have received product in scope of this Field Action. Your customer is then required to complete the acknowledgement form and return this to you.
2. As a distributor, you are required to confirm to Teleflex that you have completed the field activity outlined above. Upon completion of your actions, please forward the completed Acknowledgement Form to Customer Service.
3. Please be aware that all European Economic Area/Switzerland (EEA/CH) and Turkey Member State Competent Authorities in which Teleflex distribute directly will be notified by Teleflex.
4. If you are a distributor and have further distributed product outside of your country, please notify Teleflex by return email to the email address below.
5. If you are a distributor and/or have a reporting responsibility within or outside the EEA/CH/TK area, please notify your local Competent Authority of this action. Please forward the notification and all communication with your local competent authority to Teleflex.

**Teleflex**

Teleflex informs all customers, employees of Teleflex and distributors on this Field Action.

**Transmission of this Field Safety Notice**

This notice should be passed on to all persons who need to be aware within your organization or to any organization where the potentially affected devices have been transferred and cc: Chairman Medical Board and relevant Head of Departments.

Please consider end users, clinicians, risk managers, supply chain/distribution centres etc. in the circulation of this notice. Maintain awareness of this notice until all required actions have been completed in your organisation.

**Contact reference person**

Should you require any further information or support concerning this issue, please contact:

**Customer Service Manager : Jolene Tan**

**Contact : +65-6439 3005**

**Email:** [REDACTED]

Please be advised that all European Economic Area/Switzerland (EEA/CH) and Turkey Member State Competent Authorities to which Teleflex distribute directly will be notified by Teleflex. Teleflex is committed to providing high quality, safe and effective products. We sincerely apologize for any inconvenience this action may cause your operations. If you have any other questions, feel free to contact your local sales representative or Customer Service.

***For and on behalf of Teleflex,***

[REDACTED]  
***Padraig Hegarty***  
***VP, QA International***

## FIELD SAFETY CORRECTIVE ACTION ACKNOWLEDGEMENT FORM

**PRODUCT FIELD ACTION BY TELEFLEX - IMMEDIATE ATTENTION REQUIRED**

Ref. EIF-000291

RETURN COMPLETED FORM BY IMMEDIATELY TO:

**FAX:**

**Email:**

<input type="checkbox"/> We confirm receipt of this FSN and completed the required actions contained therein. We confirm that our inventory does <b>NOT</b> include products affected by this Field Action.	<input type="checkbox"/> We confirm receipt of this FSN and completed the required actions contained therein. We confirm our inventory <b>DOES</b> include products affected by this Field Action. The use and further distribution of the affected products is stopped. All products are put on hold and the amount below will be returned.  <b>Return Authorisation No</b> _____
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**PLEASE PRINT PRODUCT QUANTITY NUMBERS CLEARLY.**

COMMERCIAL NAME OF AFFECTED PRODUCTS:		
PRODUCT NUMBER	LOT NUMBER	QUANTITY (Returning)

- Include a copy of the **completed Acknowledgement Form** in the returns package with the returned units
- Ensure the **RAN number is clearly visible** on the returns package.
- Please label returns as “**Field Action Returns**”

Complete this Acknowledgement form and return immediately by using the fax number or e-mail address above.

<b>INSTITUTION NAME (EG NAME OF HOSPITAL, HEALTH CARE ORGANISATION)</b>	
<b>INSTITUTION ADDRESS</b>	<b>Phone / Fax</b>
<b>FORM COMPLETED BY:</b>	<b>Stamp</b>
<b>PRINT NAME:</b> _____  <b>SIGNATURE:</b> _____	
<b>DATE</b>	

