

Important Safety Notice: ISC UltraLink

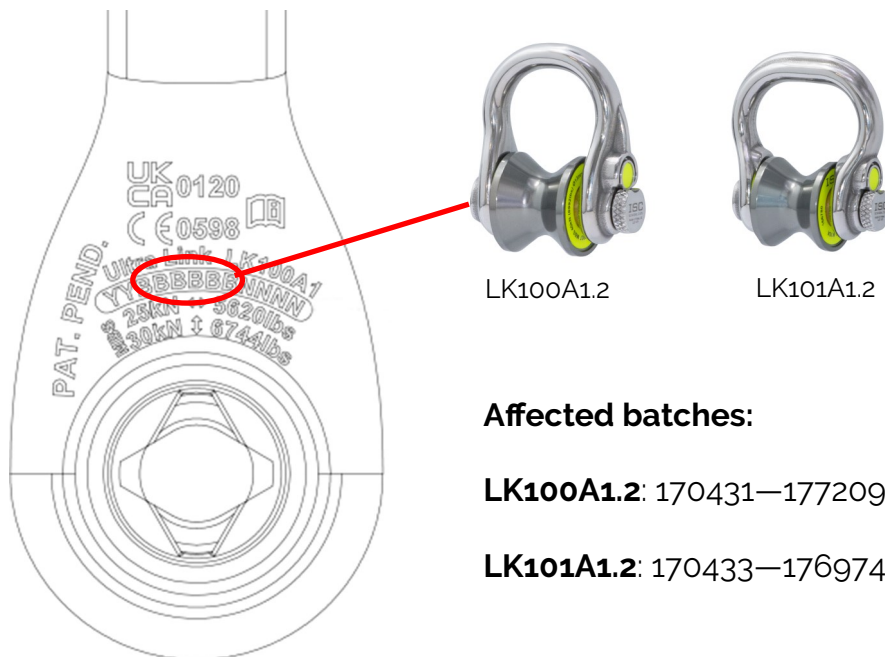
Safety Notice/Product Recall

Following on from our inspection notice issued 17 November 2023, our team has been intensively investigating the potential risk and the root cause of the problem. Our investigation identified that the press fixture used to secure the assembly of the SafeLock button moved outside of specification, creating the potential for a faulty press fit of the button, which can lead to the button turning open and coming apart.

STOP USE

Due to the risk of unintentional opening of the device, which could result in a life-threatening situation, we are issuing this notice instructing users to **stop using their device**, if it falls within the range of serial numbers:

LK100A1.2: 170431—177209; or **LK101A1.2:** 170433—176974.



Affected batches:

LK100A1.2: 170431—177209

LK101A1.2: 170433—176974

**STOP USING ANY OF THE ABOVE ITEMS IMMEDIATELY
AND REMOVE THEM FROM SERVICE**

Manufacturing corrective actions have been introduced to repair and ensure that the press fixture remains within specification; and additional procedures have been introduced to ensure that the SafeLock buttons are secured correctly. Validation testing has been successfully completed and production of UltraLinks has resumed, with this new process in place.

To start the recall process please click the 'Register' link below:



Alternatively, call our Customer Service Team:

North & South America: +1 (763) 360-2135

UK, EU, Australasia: +44 (0) 1248 363 125

Please accept our apologies for the inconvenience. User safety is at the core of everything that we do and remains our highest priority. We appreciate receiving feedback with any concerns relating to product safety.