

To our esteemed
business partner

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31. October 2022
AH/sb

Product Recall

AlproCleaner, 500 ml spray bottle - REF 3121
AlproCleaner, 5 L canister – REF 3123
AlproCleaner, 5 L Cubitainer – REF 3122
StarterSet with AlproCleaner – REF 3124
StarterSet with AlproCleaner – REF 3125-N
StarterSet Action with AlproCleaner – REF 5568
Starter package with AlproCleaner – REF 5564

Dear Sir or Madam,

With this letter we inform you about the recall of

AlproCleaner.

The product recall was decided after we discovered that AlproCleaner's delivery forms were shipped with incorrect labeling. As a measure, we have decided to conduct a product recall

1. AlproCleaner, 500 ml spray bottle - REF 3121
2. AlproCleaner, 5 L canister – REF 3123
3. AlproCleaner, 5 L Cubitainer – REF 3122
4. StarterSet, package with AlproCleaner -REF 3124
5. StarterSet, package with AlproCleaner – REF3125-N
6. StarterSetaction package with AlproCleaner – REF 5568
7. Starter package with AlproCleaner – REF 5564

From the products listed above, which you have received from us this year in the period from January to October.

Please also inform your customers about this recall campaign.

Since this is a medical device, we ask you to send us the enclosed form by no later than

09 November 2022

Once we have received the completed reply form and the returned goods, we will issue a respective credit note.

As soon as all returns and normative requirements for the recall have been met, we expect to start deliveries again from January 2023.

We apologize for this inconvenience. Our customer service will be happy to answer any questions you may have on +49 7725 93 92 0 from Monday to Friday between 08:00 and 12:00 and between 14:00 and 15:30.

Yours sincerely,
ALPRO MEDICAL GmbH


Alfred Hogeback

Reply form

FAX number for reply: +49 7725 93 92 91

or by e-mail to complaints@alpro-medical.de

Product recall for

1. AlproCleaner, 500 ml Spritzflasche - REF 3121
2. AlproCleaner, 5 L canister – REF 3123
3. AlproCleaner, 5 L Cubitainer – REF 3122
4. StarterSet, package with AlproCleaner -REF 3124
5. StarterSet, package with AlproCleaner – REF3125-N
6. StarterSet Action Package with AlproCleaner – REF 5568
7. Starter package with AlproCleaner – REF 5564

- We have the following quantity of affected products in stock:
(Please do not use products and return them to ALPRO MEDICAL GmbH!)

Article	LOT	Number

- We do not have any affected product in our inventory.

Sender:

Contact Person:

Phone number:

Note:

Please proceed as follows:

- 1. Complete the reply form, even if you have no above item in stock.**
- 2. Please fax the completed reply form to the following fax number:
+49 7725 93 92 91 or by e-mail to complaints@alpro-medical.de**

Date

Signature/Function

Please return this form to us as soon as possible.