# STOP USE NOTICE\_UltraLink

Von:ISC Solutions in Metal <sales@iscwales.com> Antwort an:us5-757a2b22e6-85dd36ce79@inbound.mailchimpapp.net An:info@komzentrum.de Datum:Thu, 30 Nov 2023 21:29:32 +0000 (*30.11.2023 22:29:32*)

#### STOP USE NOTICE\_UltraLink

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# **STOP USE NOTICE** | Ultralink

November 2023

# 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.



### 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:

**Click to Register** 

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.

Kind Regards,

David Rawlins Compliance & Quality Manager



Phone Us +44 (0) 1248 363 125 Email Us sales@iscwales.com

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