



HONEYWELL SAFETY AND PRODUCTIVITY SOLUTIONS

Date: May 4, 2023

CUSTOMER NOTICE

Subject: Quality Alert re- packaging issue – tear point is close to packaging seal and therefore is risk of not opening properly in case of emergency.

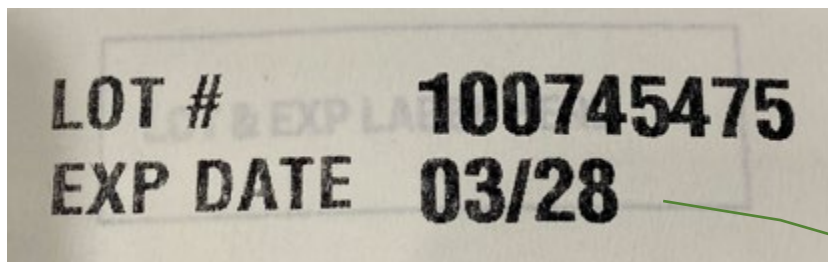
Dear Customer,

As a Leader in Safety, Honeywell attaches the utmost importance to providing reliable PPE for individuals potentially exposed to CBRN contaminants and has always made it a priority to produce and supply high quality products that improve user safety.

We have been informed that a quality problem has been detected on a product ER2000CBRN Escape Hood manufactured on 15th December 2021. The issue was bag not opening correctly.

Potentially all products with the manufacturing process design which were manufactured between **01st January 2018 to 31st December 2022** could be affected by this issue: **ER2000CBRN**

Reference Picture of product label for Traceability/ Identification:



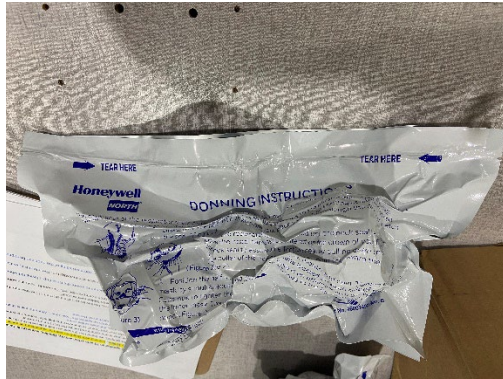
Expiration
Date

Being our distributor of the product, please check your stock and inform your customers of this Quality Alert and follow below instructions.

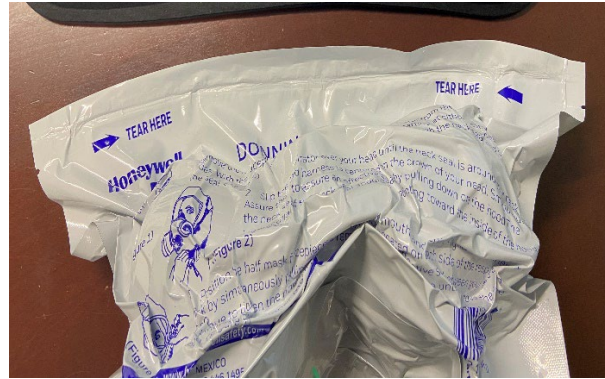
If the expiration date is between January 2023 and December 2027 including, please perform the following inspection:

- Look at the sealing line on the top of bag.
- Check to see if the sealing line is about the 'Tear Here' Blue arrows

NON COMPLIANT (incorrect seal)



COMPLIANT (correct seal)



In the event of non-compliance for the Sealing line, remove the product from any use and contact your Honeywell Customer Service at:

- **Customer Service Phone number:** 800-430-5490
- **Email address:** Customerserviceinquirybox@honeywell.com

Note: In order to proceed with your RMA, please provide the following information to the Customer Service rep: Quantity and SO# or Invoice# or PO#.

If no Sealing issue found, then follow the product instruction of use/maintenance.

We apologize for any inconvenience this may cause to your business, but the safety of our users is our top priority.

We expect your acknowledgment and RMA request within 3 months of the letter arriving to you.

Thanking you in advance for your cooperation, please accept our sincere greetings.

PPE Team
Honeywell