



**IMPORTANT CUSTOMER NOTICE**  
14 September 2016

On August 26, 2016, we received word from our distributor, Life-Assist Inc., that 15 kits of item #1684-1 Cricothyrotomy Kit were delivered without the 4" Tracheal Hook. We have conducted an internal investigation and believe the error is isolated to one work order assembled on June 9<sup>th</sup>, and though the affected kits look to be accounted for, we ask that all customers inspect any on hand product to confirm your kit contains the 4" Tracheal Hook.

If you find any noncompliant kits, we ask that you first quarantine the kits from your inventory and then report the quantity of affected kits to our distributor, Life-Assist Inc., whom will see that you receive prompt replacement.

We apologize for any inconvenience, and we thank you for your immediate attention to this matter. We are working diligently with Life-Assist to ensure all customers have on hand compliant kits. Furthermore, we have taken deliberate steps to limit any likelihood of this manufacturing error occurring in the future.

If you have any questions or concerns, please do not hesitate to contact us.

Mikiah Haslam, Operations Director  
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**Life-Assist Item IVV1684, Emergency Cricothyrotomy Kit, 5.5mm**

Please contact Life-Assist Customer Service Department with any questions at 800-824-6016 or [saleservice@life-assist.com](mailto:saleservice@life-assist.com)