

**Urgent Product Recall**

Tuesday, September 08, 2015

Dear Valued Life-Assist Customer,

According to our records you have purchased an item that has been recalled by the manufacturer. Please examine your stock to determine if you have either of the following products with an affected lot number in your possession.

**MATCombat Tourniquet, Olive/Black**

Life-Assist, Inc. Product Code	NDC/UPC	Lot #(s)
TQ01	MATC	SL113171

**MATResponder Tourniquet, Orange**

Life-Assist, Inc. Product Code	NDC/UPC	Lot #(s)
TQ01-ORG	MATR	SL114711

Reason for Recall: This recall has been initiated due to some MATR and MATC tourniquet lots that could contain a manufacturing error which was not caught during inspection. Some units may not be in the ready-to-use position out of the package and, therefore, could require resetting before applying to a patient.

Not all lots are affected by this error and only approximately 7% of the units in an affected lot were not properly set before packaging. However, a newly trained user may not recognize this state and, as a result, could find the tourniquet unusable. This could lead to a delay in treatment (in terms of seconds or a minute) therefore, the manufacturer has chosen to recall all of these devices.

The process will consist of returning product in affected lots directly to the manufacturer for re-inspection and receiving replacement product that has been verified to be in the proper setting.



**Instructions for return:**

1. Please conduct a thorough inventory and usage evaluation and immediately place all MATResponder Tourniquets and MATCombat Tourniquets with affected lots into a quarantined location.
2. Complete the table at the end of this letter.
3. Return the devices directly to the manufacturer using the address below and their UPS Account # 262E99:

Heather Harnden  
Senior Manager, Regulatory/Quality  
AccuMED Corp.  
160 Bud-Mil Drive  
Buffalo, New York 14206

4. Once the devices have been returned you will receive an equal number replacement of MATResponder and/or MATCombat.  
**Please Note:** Your replacement may consist of one of the lots identified, however, it will have a blue “QC Passed” sticker on the packaging indicating that it has already undergone a subsequent inspection assuring its ready state.

If you require additional assistance please contact Life-Assist’s Customer Service Department at 800-824-6016 or [salsservice@life-assist.com](mailto:salsservice@life-assist.com).

We apologize for any inconvenience.





T: 604-303-7964  
 F: 604-303-7987  
 1-800-349-7964

210 - 13480 Crestwood Place  
 Richmond, BC Canada V6V 2J9  
 www.pyng.com

Your Company Name	Product	Life-Assist Product Code	Lot #s	# of units Received	# of Units in your Stock/ Inventory	# of Units used	# of Units returned to or returning to Pyng Medical
	MATR	TQ01-ORG					
	MATC	TQ01					

Please provide contact information for replacements:

<b>Contact Name</b>	<b>Title</b>
<b>Phone#</b>	<b>Email</b>
<b>Send replacements to (Street Address)</b>	<b>Attention</b>
<b>City State, Zip</b>	<b># of Replacements</b>