

FIELD SAFETY NOTICE CUSTOMER REPLY FORM

Mandatory fields are marked with *

1. Field Safety Notice (FSN) information

FSN Reference number	S02461
FSN Date	2020-03-16
Product/ Device name	REAL 9000 PLUS series
Product Code(s)	See FSN for details
Batch/Serial Number (s)	See FSN for details

2. Customer details

Account Number	
Healthcare Organisation Name *	
Organisation Address *	
Department/Unit	
Shipping address if different to above	
Contact Name *	
Title or Function	
Telephone number *	
Email *	

3. Customer action undertaken on behalf of Healthcare Organisation

<input type="checkbox"/> I confirm receipt of the Field Safety Notice and that I read and understood its content.	Comments:
<input type="checkbox"/> I performed all actions requested by the FSN.	Comments:
<input type="checkbox"/> The information and required actions and execution have been brought to the attention of all relevant users.	Comments:

<input type="checkbox"/> I have returned affected devices - enter number of devices returned and date complete.	Qty:	Lot/Serial Number:	Date Returned (DD/MM/YY):
	Comments:		
<input type="checkbox"/> I have destroyed affected devices – enter number destroyed and date complete.	Qty:	Lot/Serial Number:	Date Destroyed (DD/MM/YY):
	Comments:		
<input type="checkbox"/> No affected devices are available for return/ destruction.	Comments:		
<input type="checkbox"/> Other action (define).	Comments:		
<input type="checkbox"/> I do not have any affected devices.	Comments:		
<input type="checkbox"/> I have a query please contact me.	Brief description of query and contact details if different from above:		
Print Name *			
Signature *			
Date *			

4. Return acknowledgement to Mercado Medic AB

Email: vigilance@mercado.se

Customer service: +46 (0)8-555 143 00

Deadline for returning the customer reply form: 2020-10-01

It is important that your organisation takes the actions detailed in the FSN and confirms that you have received the FSN.

Your organisation's reply is the evidence we need to monitor the progress of the corrective actions.

