



July 29, 2008

Dear Valued Customer,

We have received communication (see attachment) from one of our suppliers, Hach Company, the manufacturer of Hach SteriChek Sensitive Total Chloramines (Chloramines + Free Chlorine) and Residual Chlorine Reagent Strips, Hach's P/N 811909 and Mar Cor Purification's P/N 185-40-048. Hach is initiating a voluntary recall of multiple lots of their product due to inconsistencies in identifying levels of total chloramines and free chlorine which may result in inaccurately high or low readings.

Hach is recommending several alternative methods for testing of total chloramines and residual chlorine. One of these is a direct replacement with Hach's competitor's product, Serim HiSense Test Strips, Mar Cor Purification's P/N 185-40-029. If you want replacement Serim HiSense Test Strips, please place a new purchase order for Mar Cor Purification P/N 185-40-029.

Our records indicate you have purchased Hach SteriChek Sensitive Total Chloramines and Residual Chlorine Reagent Strips from Mar Cor Purification during the affected time period indicated by Hach (August 2006 to present). Please review your stock and fill-out the attached Mar Cor Purification Fax Back Form. If you do have affected product in your stock, please indicate the quantity and lot number(s) on the Mar Cor Purification Fax Back Form. Then fax the completed form to Mar Cor Purification's Customer Service. If you are returning affected product to Mar Cor Purification, Mar Cor Purification's Customer Service will contact you with a return material authorization (RMA) number. This RMA number must be documented on the outside of the returned package containing the affected product. Once affected product is received, your account will be credited with the purchase price. Please note that Hach's lot number is located on the bottom of the strip's container and is a four digit numerical number.

We apologize for any inconvenience this recall causes you and we will do our best to ensure you have test strips available to meet your needs. Should you have any further questions regarding the product or this recall, please contact Hach's Customer Service at 1-(800) 548-4381, ext. 3560, or Mar Cor Purification's Customer Service at 1-(800) 633-3080.

Sincerely,

Charlene Nash

Quality Assurance/Regulatory Affairs Manager

MAR COR PURIFICATION

A Cantel Medical Company

T (484) 991-0220, ext. 2121

T (800) 633-3080, ext. 2121

F (763) 592-7770

cnash@mcpur.com

www.mcpur.com

Mar Cor Purification, 14550 28TH Avenue North, Plymouth, MN 55447

800.633.3080, fax 763.553.3387, www.marcorporation.com

Mar Cor Purification Fax Back Form

for

Hach SteriChek Sensitive Total Chloramines and Residual Chlorine Reagent Strips (Recall Extension)

Please complete this form and fax to:

Mar Cor Purification – Customer Service

Fax Number – (484) 991-0230

We have reviewed our inventory of Hach SteriChek Sensitive Total Chloramines and Residual Chlorine Reagent Strips (Mar Cor Purification P/N 185-40-048):

- We have no product remaining from the affected lots.
- We have found product from the affected lots in our inventory. (If necessary, use a copy of this form if you have more than four lot numbers to report.)

Lot _____ Number of vials _____

Lot _____ Number of vials _____

Lot _____ Number of vials _____

Lot _____ Number of vials _____

NOTE: If you have product to return, you will be contacted by our Customer Service Department with return instructions and a returned material authorization (RMA) number when we receive your fax back form. Please document the RMA number on the outside of the returned package. Your account will be credited with the purchase price upon receipt of the returned, affected product.

If you want to order replacement test strips, Serim HiSense Test Strips, P/N 185-40-029; please order the replacement test strips with a new purchase order.

Facility Name

Facility Contact Person (Please print)

Facility Contact Person's E-Mail Address

Facility Contact Person's Telephone #

Signature

Date



Be Right™

«Company_Name»

«Add_2»

«City», «state» «zip»

July 21, 2008

Dear «Company_Name»

EXPANDED RECALL NOTIFICATION

Hach Company is expanding its voluntary recall of SteriChek "Sensitive" Total Chloramines and Residual Chlorine Reagent Strips that may have been shipped to your office.

We are conducting the recall because further investigation has shown that there have been other lots that have not satisfied our QC standards. In particular, our testing has shown inconsistencies in identifying levels of total chlorine and free chlorine. Such inconsistencies may result in inaccurately high or low readings. As a commitment to our customers, we are recalling all products and lot numbers identified on the attached table that may have been shipped to you on or after August 24, 2006. Please review this table to determine if you have any of these lot numbers in your inventory.

If you have any of this product in your inventory, immediately return it to Hach Company as follows:

1. First contact customer service to receive a return authorization.
2. Acquire return labels from Hach Company.
3. Affix the label to the product.
4. Send the product to the following address:

**Hach Company
100 Dayton Rd
Ames, IA 50010**

Please affix the labels received from Hach Company to your product for proper processing of your return.

In addition, we ask for your assistance in completing the enclosed **Return Form** and returning it to the above address or faxing it to 515-956-3820.

This recall is being conducted to the end user level therefore we request you notify your customers to return the products listed in the attached table. We are asking the distributors to consolidate all returned product from your customers and ship to Hach Company.

Any product that you have in stock with the above-mentioned lot number will be replaced with similar product code 811902, Total Chlorine DPD Test kit at no charge or credited to your account. Please contact Customer Service at 1-800-548-4381 ext. 3560 directly to handle the arrangements for a quick return and replacement.

We sincerely apologize for the inconvenience this causes you and your patients. Hach Company continues to strive to be a leader in quality products and we have made prompt system improvements to eliminate this type of problem from reoccurring.

Thank you for your patience and support.

Sincerely,

A handwritten signature in cursive script that reads "Diane Draper". The signature is written in black ink and is positioned to the left of a vertical line.

**Diane Draper
Manager, Regulatory Affairs**

