



**Urgent: Customer Notice**  
**LNCS Disposable Sensors (see Attachment 2 for Affected Part and Lot Numbers)**

10/6/2024

Supply Chain Coordination Limited  
Accounts Payable  
PO Box 253  
Wymondham  
Norfolk, NR18 8DL  
United Kingdom  
Attention: Clinical Engineering/Biomedical Department  
Customer ID: NH0110\$E

**Reason for Customer Notice:**

Masimo have ascertained that certain part numbers and lots of LNCS Disposable Sensors manufactured between March 2024 and the end of May 2024 are not compatible with older versions of Masimo technology boards used in both Masimo monitors and OEM monitors. The affected sensors cannot be authenticated by certain older versions of Masimo technology boards, preventing their use; whereas use on newer versions of Masimo technology boards is not affected.

The Urgent Customer Notice applies to the specific LNCS Disposable Sensor part numbers and lot number(s) identified in this communication.

Please refer to Attachment 2 for a listing of the LNCS Disposable Sensors shipped to Supply Chain Coordination Limited subject to this Customer Notice.

**Risk to Health:**

There are no health consequences associated with this issue. The issue may render affected sensors unusable when connected to older versions of Masimo technology boards.

The issue has been addressed and currently manufactured sensors are not affected. If the affected LNCS Disposable Sensors are connected to newer versions of Masimo technology boards and provide SpO2 and pulse rate values, they can be used as labelled. If the affected LNCS disposable sensors are connected to older versions of Masimo technology boards and do not provide readings or result in an error message such as "Replace Sensor", please place the sensor(s) aside and follow the steps defined in the "Actions to be taken by Customer" section of this notice.

**No Impact on Other Products:**

There is no impact on any other Masimo products.

**Actions to be taken by Customer:**

- Please assess your inventory to identify if you have affected LNCS disposable sensors which are not able to provide SpO2 and pulse rate values listed in Attachment 2-part number(s) and lot number(s); then
- Contact Masimo Technical Services to request return of the affected part and lot number (s) for replacement.

Masimo's Technical Services is available Monday to Friday 6:00am -5:00pm PST for live assistance, or 24 hours a day to leave a message and someone will contact you. Local contact information can be found at <http://service.masimo.com>.

Complete Attachment 1, then email it to [CustomerNotice@masimo.com](mailto:CustomerNotice@masimo.com), or Fax it to 1-949-297-7575 by 10/7/2024.

Masimo are committed to providing consistently high quality products and services to you, our customers. We apologise for any inconvenience this issue may have caused.

Yours faithfully,

Mathew Jimenez  
SVP, Worldwide Quality & Compliance Masimo Corporation



**Attachment 1**

**Action to be taken:**

1. Please follow the steps below .

Contact Masimo Technical Services to request replacement of the affected part and lot number (s) and indicate which, if any, of the affected part and lot number (s) is (are) no longer in service. Local contact information can be found at <http://service.masimo.com>

Complete the bottom portion of this *Attachment*, then email it to [CustomerNotice@masimo.com](mailto:CustomerNotice@masimo.com) or Fax it to 1-949-297-7575 **by 10/7/2024.**

2. On behalf of my facility, I acknowledge receipt of the Customer notice titled LNCS Disposable Sensors. Select **one**.

- a.  I have contacted Masimo Technical Services and arranged for return and replacement of the affected part and lot number (s).
- b.  None of the potentially affected part and lot number (s) listed in *Attachment 2* is (are) in use at my facility.
- c.  I have the affected sensors and I am able to use them as labelled. Therefore, I will not be returning sensors or requesting replacements.

3. Sign below, then email this attachment to [CustomerNotice@masimo.com](mailto:CustomerNotice@masimo.com), or Fax it to 1-949-297-7575 **by 10/7/2024.**

Contact Information and Authorisation	Customer Name	Customer ID
	Supply Chain Coordination Limited	NH0110\$E
→ _____		
Printed Name	Signature	Date
Email Address:		



**Attachment 2**

**Part and Lot number (s) shipped to your facility:**

*The quantity as reflected in the table below refers to the number of box(es). Each carton has 20 sensors per box. Please highlight or circle the lot(s) in your possession that you will be returning.*

**Part number: 2318, Lot number: 24DT5 - Qty: 11,**

**Part number: N/A, Lot number: N/A**

**Part number: N/A, Lot number: N/A**