

Customer Communication

Important Notification: Face Fit Test Solution A and Face Fit Test Solution B (50 ml bottles, Saccharin and Bitrex)

AlphaSolway has identified and confirmed a quality issue affecting AlphaSolway™ Face Fit Test Solution A and AlphaSolway™ Face Fit Test Solution B (50 ml bottles, Saccharin and Bitrex) ('Products'). Please see details of the Products below:

Description	Manufacturer Product Code	Supply Chain NPC
Bitter Sensitivity Solution FFTK Solution A - Bitrex	MAFTSOLA-SENA50ML	BTP85032 and BTP85040
Bitter Sensitivity Solution FFTK Solution B - Bitrex	MAFTSOLB-TESTB50ML	BTP85031
Sweet Sensitivity Solution FFTK Solution A - Saccharin	MAFTSACA-SENA50ML	BTP85038
Sweet Sensitivity Solution FFTK Solution B - Saccharin	MAFTSACB-TESTB50ML	BTP85035

This notification affects Products whose shelf life expires between 07/03/2026 and 19/02/2028.

In some Products, we have observed visible premature degradation over time, including discolouration and/or particulate. This results in the reduction of the declared shelf life.

Test carried out:

Microbiological screening (culture) has been carried out and no trace was found of waterborne pathogens, Legionella, E.coli, Coliforms, Enterococci or Clostridia. Subsequent findings indicate predominantly a yeast contamination, most likely derived from environmental exposure.

Corrective Actions carried out:

Following our and our supplier's ISO 9001:2015 and ISO 13485:2016 procedures, a full root cause analysis was undertaken, and a comprehensive corrective action plan has been implemented to ensure that the quality issue is resolved.

Action - Product Replacement/Disposal

The quality of our product(s) and the satisfaction of our customers being our priority, we kindly ask for your support in managing the affected Products.

- Globus will replace the affected Products with expiry dates set out above at no charge to you.
- Dispose of existing stock following your recommended disposal procedures.
- To arrange replacement, kindly provide details of existing stock to our customer service team by 01/03/2025.
- Contact details: sales@globusgroup.com - +44 (0)161 877 4747

Globus and Alpha Solway will provide on-going support with this process.

We sincerely apologise for the inconvenience this may cause and thank you for your understanding and prompt attention to this matter.

Yours sincerely,



Andy Owen

International Business Development Manager

Note: If you require additional information, please do not hesitate to contact your dedicated Sales representative. Alternatively, you contact one of our offices: contact details can be found on our website at www.globusgroup.com/contact