



Customer Notice

LNCS DCI Sensor (See Attachment 1 for Affected Part and Lot Numbers)

7 July, 2026

Supply Chain Coordination Limited

Accounts Payable

PO Box 253

Wymondham, NR18 8DL

United Kingdom

Attention: Clinical Engineering/Biomedical Department

Customer ID: NH0110\$E

Reason for Customer Notice:

Masimo identified the certain LNCS DCI (P/N 1863, Lot 25FJS) boxes were shipped with M-LNCS DCI sensors. This issue would result in an out-of-box incompatibility of the provided sensor with the LNCS Series patient cable.

This Customer Notice applies to the specific LNCS DCI Sensor part numbers and lot number identified in this communication.

Please refer to Attachment 1 for the LNCS DCI Sensors shipped to Supply Chain Coordination Limited subject to this Customer Notice.

Risk to Health:

There is no adverse health consequences associated with this issue. The sensor provided will not be able to be connected or used with the LNCS sensor patient cable.

No Impact to Other Products:

There is no impact on any other Masimo products or lots. The packaging issue was limited to the specific identified sensor packaging lots and has been addressed. This issue should not impact sensors manufactured outside of the impacted lots.

Actions to be taken by Customer:

- Check the packaging of the specified part number and lot LNCS DCI sensors to see if the correct sensor was provided.
- If you find an M-LNCS DCI lot number 25DNJ, contact Masimo Technical Services to request return of the affected part and lot number for replacement.

If you confirm and return the impacted M-LNCS DCI sensor, a replacement LNCS DCI sensor will be provided.

For questions or support related to this customer notice, Masimo Technical Services may be reached by **email**, Monday through Friday during local business hours. For regional service contact information and applicable local support hours, please visit the Masimo Service website (www.masimo.com/technical-services/) US customers may contact TechService-US@masimo.com for assistance with return authorisation (RMA) requests and replacements. Masimo's local UK Representative, Ji Hee Ko, can be contacted at jihee.ko@masimo.com.

Any adverse reaction or quality problems experienced with the use of this product may be reported to the FDA's MedWatch Adverse Event Reporting program www.fda.gov/medwatch/report.htm, by regular mail or by fax.

Complete Attachment 1, then email it to CustomerNotice@masimo.com, or Fax it to 1-949-297-7575 by August 7, 2026.

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

Sincerely,

Rafael Espejo

VP, Quality Compliance Masimo Corporation



Attachment 1

Action to be taken:

- Post this customer notice as a constant reminder for anyone using the sensor. Please circulate this notice to all relevant stakeholders, and be sure to include all sites that have assumed custody or transfer of the affected sensor.
- Read through the customer notice to be aware of the potential issue.
- If you have any questions about this customer notice, please contact Masimo Technical Services (**Attachment 2**).
- Complete the bottom portion of this *Attachment*, then email it to CustomerNotice@masimo.com or Fax it to 1-949-297-7575 **by August 7, 2026.**

On behalf of my facility, I acknowledge that I have received, read and understood this customer notice titled **LNCS DCI Sensor (See Attachment 1 for Affected Part and Lot Number)** and have followed the actions listed in this notification.

Select **one**:

- a. ☐ We have confirmed that we do not have any of the affected sensor lot number in service outlined in this letter.
- b. ☐ We have contacted Masimo Technical Services and arranged for return and replacement of the affected part and lot number. Please complete table below:

LNCS DCI Part and Lot		Customer To Complete	
Part Number	Lot Number	Quantity to be Returned	RMA Number
1863	25FJS		

I am authorised to sign on behalf of my facility.

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

Please email the signed attachment to CustomerNotice@masimo.com, or Fax it to 1-949-297-7575 **by August 7, 2026.**



MASIMO CORPORATION
52 Discovery
Irvine, CA 92618

Customer ID: NH0110\$E

Attachment 2

Technical Service Contact Information

USA	TechService-US@masimo.com
Canada	TechService-CA@masimo.com
APAC/Singapore	TechService-APAC@masimo.com
EMEA	TechService-EMEA@masimo.com
Latin America	TechService-MX@masimo.com
S. Korea	TechService-KR@masimo.com
India	TechService-KR@masimo.com
China	TechService-CN@Masimo.com
Middle East (Saudi Arabia)	TechService-SA@masimo.com
UK	TechService-UK@masimo.com
Italy	TechService-IT@masimo.com
Spain	TechService-ES@masimo.com
France	TechService-FR@masimo.com
Germany	TechService-DE@masimo.com
Switzerland	TechService-CH@masimo.com
Australia/New Zealand	TechService-ANZ@masimo.com