



MASIMO CORPORATION
52 Discovery
Irvine, CA 92618

Customer ID: NH0110\$E

Customer Notice

NomoLine Cannulas and NomoLine POM Mask Kits Mispackaged
(See Attachment 1 for Affected Part and Lot Numbers)

3 August, 2026

Supply Chain Coordination Limited
Accounts Payable
PO Box 253
Wyndham, NR18 8DL
United Kingdom

Attention: Clinical Engineering/Biomedical Department
Customer ID: NH0110\$E

Reason for Customer Notice:

Masimo identified specific lots of NomoLine Cannulas (PN 3824-9, 4453, & 4453-9) and NomoLine POM Mask Kits (PN 5215) as having been mispackaged, resulting in a discrepancy between the products received versus the products ordered and the labelling on the external packaging. The mispackaging is readily detectable through visual inspection of the packaged products and prior to use.

NomoLine Cannulas

Specific lots of NomoLine Cannulas were found to have been packaged with equivalent products with a different connector type than was ordered or labeled for on the packaging, causing an inability to use the cannulas due to the connector incompatibility.

NomoLine POM Mask Kits

Specific lots of NomoLine POM Masks were found to have been packaged with the wrong size POM masks. Customers who ordered Adult NomoLine POM Mask kits may have received paediatric POM masks in the kit packaging. Due to the size difference in the mask, the mask will not fit properly on adults. Discrepancy is visually detectable.

Please refer to Attachment 1 for NomoLine Cannulas and NomoLine POM Masks shipped to Supply Chain Coordination Limited subject to this Customer Notice.

Risk to Health:

There is no adverse health consequences associated with this issue as the discrepancies either incompatibility issue or a detectable size difference that would prevent them from being used.

Additionally, the likelihood of receiving mispackaged NomoLine Cannulas and NomoLine POM Masks is expected to be low. There have been only a limited number of customer complaints received to date and a thorough inventory review has been conducted by Masimo.

No Impact to Other Products:

There is no impact on any other Masimo products or lots. The mispackaging issue was limited to the specific identified NomoLine Cannulas and NomoLine POM Mask Kits.

Actions to be taken by Customer:

- Please complete Attachment 1, then email it to CustomerNotice@masimo.com, or Fax it to 1-949-297-7575 by 3 September, 2026.

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 authorization (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.

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 NomoLine Cannula and NomoLine POM Mask Kits. Please circulate this notice to all relevant stakeholders and be sure to include all sites that have assumed custody or transfer of the affected NomoLine Cannula and NomoLine POM Mask Kits lots.
- Read through the customer notice to be aware of the potential issue.
- Check the packaging of the specified parts and lot numbers for the NomoLine Cannulas and NomoLine POM Masks and ensure that the received cannulas and masks align with the ordered part and package labelling.
- If you identify a NomoLine Cannula or NomoLine POM Mask Kit that has been mispackaged, contact Masimo Technical Services to request return of the affected part and lot numbers for replacement.
- 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 3 September, 2026**.

On behalf of my facility, I acknowledge that I have received, read and understood this customer notice regarding **NomoLine Cannulas and NomoLine POM Mask Kits Mispackaged** and have followed the actions listed in this notification.

Select **one**:

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

Impacted Part(s) and Lot(s)		Customer To Complete	
Part Number	Lot Number	Quantity to be Returned	RMA Number
3824-9	25H32		
N/A	N/A		
N/A	N/A		

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 3 September, 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